Shawn Amyotte

(705) 707-1669

[Shawn@MrAmyotte.com](mailto:Shawn@MrAmyotte.com)

Objective:

Professional seeking to leverage transferable skills and a strong background in technical problem-solving to transition into a new field to attack new challenges.

Abilities:

Effective Communication, Customer Service Orientation, Adaptability, Team Collaboration, Project Management, Critical Thinking, Data Analysis, Conflict Resolution, Attention to Detail.

Experience:

Gas Station Attendant

Winks Gas Station, North Bay, 1998

Operated fuel pumps and processed cash and credit transactions, ensuring accuracy and adherence to safety protocols.

Maintained a clean and organized work environment, including restrooms, the convenience store, and fueling areas.

Monitored inventory levels, restocked shelves, and assisted with store displays to enhance customer experience.

Handled customer complaints and loss prevention, resolved issues in a professional manner, contributing to a positive store atmosphere.

Conducted routine level checks on fuel tanks.

Lead Hamburger Assembler

Burger King, North Bay, 1998

Recognized as the leading hamburger assembler, consistently delivering high-quality products, and ensuring customer satisfaction.

Completed extensive training across all positions within the restaurant prior to hiring, demonstrating commitment and versatility.

Assisted in training new employees on food preparation, safety standards, and customer service, fostering a collaborative team environment.

Streamlined assembly processes to improve efficiency and reduce wait times during peak hours.

Maintained cleanliness and organization of the kitchen and serving areas, adhering to health and safety regulations.

Farm Worker

Le Chantier Farm, North Bay, 2000

Tapped trees for maple syrup production, ensuring optimal yield and quality.

Operated a chainsaw to fell and limb trees safely and efficiently.

Loaded logs onto trailers for transportation, adhering to safety protocols.

Fed and cared for horses and dogs, maintaining their health and well-being.

Shoveled snow to keep pathways and areas accessible during winter months.

Donation Acquisition Clerk

Local Charity, North Bay 2000

Conducted outreach calls to potential donors, effectively communicating the charity's mission and goals.

Engaged with individuals to raise awareness and generate support for various fundraising initiatives.

Maintained accurate records of interactions and donations, ensuring follow-up and acknowledgment of contributions.

Developed persuasive scripts and strategies to improve donor engagement and response rates.

Collaborated with team members to share best practices and enhance overall campaign effectiveness.

Inbound Phone Sales Associate

Jackman’s Flowers, North Bay 2001—2002

Handpicked by the owner to manage Jackman’s local customers, demonstrating a high level of trust and responsibility.

Specialized in funeral arrangements, providing compassionate support to distraught callers, and ensuring their needs were met with empathy and sympathy.

Handled a high volume of incoming FTD orders, significantly reducing call times and improving overall customer satisfaction.

Proactively prepared suggestions for customers who were unsure of their choices, enhancing their experience and driving sales.

Processed orders accurately and ensured timely delivery, further contributing to positive client experiences.

Sales Representative

Teletech, North Bay, 2002 – 2003

Sold Sprint long-distance services, consistent top performer and earned various performance bonuses.

Recognized for outstanding sales skills and selected to participate in the new B2B program, contributing to business-to-business outreach efforts.

Developed and maintained strong customer relationships, effectively communicating the benefits of Sprint services to drive sales.

Utilized persuasive techniques to engage potential customers and close sales, contributing to team success.

Collaborated with team members to share best practices and strategies, enhancing overall sales performance.

Shop Hand

Midas, North Bay, 2004

Provided support in automotive repair and maintenance services, including oil changes and brake services.

Conducted tire balancing and alignment services to enhance vehicle performance and safety.

Painted lifts and maintained equipment to ensure a clean and efficient work environment.

Assisted technicians by diagnosing technical issues and preparing vehicles for service.

Delivered exceptional customer service by effectively communicating service recommendations and addressing client concerns.

Canadian Yew Harvester

Bristol Myers Squibb, North Bay 2005

Harvested Canada yew with a focus on sustainable practices, ensuring the conservation of natural resources.

Collected yew needles and other plant materials for use in herbal supplements and natural products.

Maintained exacting standards of quality control, ensuring harvested materials met industry specifications.

Collaborated with local buyers and suppliers to facilitate the sale of harvested materials.

Conducted research on the ecological impact of harvesting practices and implemented improvements to minimize disruption to local ecosystems.

Sales Representative

TeleSpectrum, North Bay 2005 – 2007

Served as the top performer and top seller across all teams, consistently exceeding sales targets.

Headed the new B2B program for Rogers, developing strategies to engage business clients and drive sales growth.

Skillfully navigated organizational structures to connect with decision-makers, securing valuable meetings.

Cultivated strong customer relationships through effective communication and tailored solutions.

Utilized persuasive techniques to convert leads into sales, contributing significantly to team success.

Collaborated with team members to implement best practices and enhance overall performance.

Career Break

Childcare Provider

Self-Employed, 2007-2012

Managed daily care for children, ensuring a safe and nurturing environment.

Developed and implemented engaging educational activities to promote learning and development.

Coordinated schedules for school, extracurricular activities, and playdates, enhancing time management skills.

Prepared nutritious meals and maintained a clean and organized home environment.

Fostered effective communication with parents regarding children’s progress and needs.

Handled household responsibilities, including budgeting and scheduling, demonstrating effective organizational skills.

Owner/Lead Technician/CEO

North Bay Computer Repair / Snail Proof Computer Services / Comdat Inc.North Bay/ Ottawa,2012-2024

Cut teeth on setting up and advising local businesses, lawyers, doctors, not for profits, etc. on appropriate measures for security and performance, while balancing books and maintaining minimal inventory.

Created corporation using online tool and filed corporate taxes, which required the use of QuickBooks to track inventory and expenses using accounts receivable and payable.

Developed an Excel program to pull reports from multiple advertisers (Google, Yahoo, Bing) which would collect daily reports, interpret, track, and analyze expenditures to find the most profitable advertisements. This decreased bookkeeping time to a minimum and revealed the performers. Then leveraged Google AdWords to build a small web-based company which eventually realized approx. $30K monthly profit during the first year of operation.

Maintained and repaired own vehicles:

1997 Honda Civic 1.6L VTEC,

2008 Kia Rondo 2.6L V6,

Which included repairing and replacing brakes: shoes and calipers, brake hoses, gas tank (which required removing the rear axle and fuel pump), bushings, tires, rims (mounting included), coilover strut replacements, tie rod ends, sway bar links, power steering pump, rack and pinion, spark plugs, headlights,

Taught myself the skills using different resources, such as advice from mechanics, online resources from Kia which included schematics and torque specifications, also pulling from my youth growing up on a farm, which included felling trees and climbing extremely tall trees.

Created daily routes and navigated via GPS and Google Maps around North Bay and Ottawa.

Built brand loyalty and a customer base of 100+ regular customers in Ottawa and North Bay.

Attended customer locations to install, maintain, and repair customer equipment.

Advised customers about potential upgrade opportunities to maximize their productivity.

Created invoices and purchase orders.

Handled bookkeeping, budgets, filed taxes and other duties.

Hobbies:

Downhill Bike Racing,

Car Racing,

Volunteering,

Hockey,

Baseball,

Fishing,

Judo,

Wrestling,

Weightlifting,

Reading,

Creative Arts (Graphic Design And Writing),

Traveling,

Cooking,

Baking,

Gardening,

Photography,

Public Speaking And Debate,

Coding And Tech Projects,

Music (Playing Instruments And Singing),

Camping,

DIY Projects (Woodworking, Metalworking, Soldering, Welding),

Coffee.