

NICHOLAS WEGE

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Summary

Accomplished Software Engineer with over 7 years of information technology experience. Tech-savvy professional well-versed in installing and configuring computer systems, diagnosing hardware and software defects, and supporting new application rollouts. Certified in ITIL. Committed to providing efficient, high-quality support with a focus on automation and efficiency improvements.

Skills, Attributes and Proficiencies

- Demonstrated ability to see completion of projects effectively and efficiently.
- Ability to set goals and milestones to achieve optimal success.
- Agile and passionate in furthering education of Information Technology.
- Self-motivated, independent, and organized.
- Proven ability to quickly research, document and implement new and improved practices.
- Demonstrated ability to multitask and work unsupervised on a large project base.
- Creative and driven passion for improvements, especially in automation and reducing friction.
- Experience in Corporate travel related technologies.
- Thorough knowledge of MS Office services, Exchange, and SharePoint.
- Entertainment and Technology product expertise
- Experience working with and troubleshooting networking environments.
- Some working knowledge of Web development with HTML, CSS, JS, and web servers.
- Problem resolution
- Active Directory knowledge
- Equipment repair
- Hardware diagnostics
- Systems and automation applications
- Windows and Linux OS
- System and process documentation
- IT Security practices
- DNS and Firewall services



Career Experience

● 03/2018 - Current
Flight Centre
Travel Group
Toronto, ON

IT Helpdesk Technician

Project Management and Coordination

- Managed, organized, documented, and ordered IT assets for all businesses and brands within Canada.
- Implemented self-designed automations and processes within various IT Projects to improve efficiencies.
- Completed project work such as the hardware collection and re-distribution to both terminated and active employees in Corporate, FCM, leisure and Support businesses with over 1000 interactions and 95% accuracy.
- Lead the largest IT project implemented to re-distribute and amalgamate over 150 Leisure store front locations into 8 central hubs within Canada.
- Saw the completion of and continually managed the roll out of new mobile systems, processes, and devices to over 200 employees.
- Successfully completed the physical and technical closing, opening, and renovating of over 5 Corporate, Leisure, and Support offices in multiple provinces and cities.
- Took the lead on projects to research, document and implement systems and/or ideas to see project completion efficiently.
- Oversaw the continual improvements of new client on-boarding and equipment delivery systems and processes.

Customer Service and Communications

- Both locally and remotely managed, oversaw and installed onsite IT equipment across Canada.
- Delivered local and remote Level 1 IT support for hardware and software to company personnel.
- Took the lead in curating and managing companywide communications to over 2500 Employees across Corporate, FCM, Leisure and Support businesses via Workplace, direct email, and other company sites.
- Lead support metrics in customer satisfaction with an average of over 90%.
- Kept a record high for customer support requests resolved month over month.
- Designed, documented, and implemented the current system outage alert process for all brands.
- Troubleshoot daily IT desktop client issues, supporting multiple departments and various offices.
- Assisted customers with various types of technical issues via email, live chat, and telephone.

Application and Processes Training, knowledge, and documentation

- Lead the documentation and library expansion of Minerva self-help articles with and addition of over 200.
- Created, managed, and implemented a weekly training and knowledge guide known as Tech Tip Tuesday covering all systems, processes, and self-help available to all brands and businesses including Corporate, FCM and Support to over 2500 employees in North America.
- Worked alongside other business brands and teams to discover, implement and document new processes and workflows.
- Continually improved upon working support knowledge for corporate systems such as OMNIS, AgentPort, Dynamics, Reddix, Sabre, and Concur.
- Provided both in person and remote training sessions for hardware and systems to Corporate, FCM, and Leisure employees ranging in class size from 5 to 50.
- Proactive in use of e-learning, research, and course work to improve key knowledge of both currently supported and unsupported applications and systems.
- Assisted in testing, providing feedback, and implementing a wide variety of new applications and systems.

● 09/2016 – 02/2018
Flight Centre
Travel Group
Toronto, ON

Travel Consultant

- Researched and created memorable and exquisite travel itineraries for high-level clients.
- Responded immediately to clients' questions, issues, and complaints and found effective solutions when required.

● 03/2015 – 08/2016
Best Buy Canada
Toronto, ON

Mobile and Sales Specialist

- Performed floor moves, merchandising, display maintenance and housekeeping to keep sales areas well-stocked, organized, and current.
- Negotiated prices and set up contracts to finalize sales agreements.

Education, Training and Certifications

● 2017/18
Toronto, ON

ITIL Foundations Certification from PeopleCert
TICO Certified Travel Agent

● 06/2011
London, ON

Graduated with Highest Standing Communications Technology and Diploma
H.B. Beal S.S.

References

References available upon request.

Website and LinkedIn

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