

# Neale Nearing

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Objective	To Obtain Student Work-Term.
Education	<b>Nova Scotia Community College Information Technology Programming Diploma 2017 – Current</b> <ul style="list-style-type: none"><li>• Python3 experienced</li><li>• C experienced</li><li>• Java experienced</li><li>• SQL</li><li>• HTML5 and CSS3</li></ul>
Skills	<ul style="list-style-type: none"><li>• Organized</li><li>• Quick Learner</li><li>• Innovative Thinker</li><li>• Creative and effective problem solver</li><li>• Professionally Flexible</li><li>• Team player</li><li>• Reliable</li></ul>
Technical Skills	<ul style="list-style-type: none"><li>• Windows XP/7/8/10</li><li>• Microsoft Office (Word/Excel/PowerPoint/Access/Visio)</li><li>• Strong: Technical writer and designer</li><li>• Knowledgeable: Python3, Java, C</li></ul>
Work History	<b>Minacs Customer Service Representative July 2016 – August 2017</b> <ul style="list-style-type: none"><li>• Answer billing related calls.</li><li>• Sell new services and make changes to existing services.</li><li>• Address questions about service.</li><li>• Attempt to save customers looking to cancel.</li></ul> <b>Achievement: 2 months most retentions and sales</b>  <b>HGS Canada Designate TL(November 2013 to June 2014), Lead Associate and CSR May 2012 – June 2015</b> <ul style="list-style-type: none"><li>• Assist peers in resolving calls while on the floor or in chat.</li><li>• Coach agents.</li><li>• Attend weekly meeting to ensure growth and development of agents.</li><li>• Take Escalations.</li><li>• Run Huddles/Team Meetings.</li><li>• Provide support for new agents.</li><li>• Provide example of good call flow and resolution for training agents.</li><li>• Resolve service, pricing and technical problems for customers.</li></ul>

**Work History**  
(Continued)

**Convergys**  
**Technical Support and Customer Care**  
**April 2010 – April 2012**

- Accurately documented, researched and resolved customer service issues.
- Managed customer calls effectively and efficiently in a complex, fast-paced and challenging call center environment.
- Defused volatile customer situations calmly and courteously.

**Blockbuster (#07557)**  
**Cashier/CSR**  
**February 2007 – April 2010**

- Helped increase sales and customer loyalty
- Recommended merchandise to customers based on their needs and preferences
- Completed all cleaning, stocking and organizing in assigned sales area

**Blue Sky Entertainment**  
**Customer Service Associate**  
**March 2005 – July 2005**

- Secure new clients
- Completed small day to day tasks (ex. Filing, sending order forms, sending quotes)