

Neale Nearing

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Objective To Obtain Work Experience and/or Full-time Employment.

Education **Nova Scotia Community College**
Information Technology Programming Diploma
2017 – Current

- Website development (HTML5, CSS3, JavaScript, PHP, Laravel)
- Test Driven Development (Java, Python)
- Agile and Scrum Methodologies
- Object-oriented Programming (Java, C#, C++, C)
- Database (SQL Server, TSQL, MySQL, SQLite, PostgreSQL)
- Android Development (Java, XML)

Skills

- Organized
- Quick Learner
- Innovative Thinker
- Creative and effective problem solver
- Professionally Flexible
- Team player
- Reliable

Technical Skills

- Windows XP/7/8/10
- Microsoft Office (Word/Excel/PowerPoint/Access/Visio)
- Strong: Technical writer and planner
- Knowledgeable: C, C++, C#, Python
- Comfortable: Java, JavaScript, PHP, SQL
- Familiar: Laravel

Work History **Concentrix**
Customer Service Representative
July 2016 – August 2017

- Answer billing related calls.
- Sell new services and make changes to existing services.
- Address questions about service.
- Attempt to save customers looking to cancel.

HGS Canada
Designate TL(November 2013 to June 2014), Lead Associate and CSR
May 2012 – June 2015

- Assist peers in resolving calls while on the floor or in chat.
- Attend weekly meeting to ensure growth and development of agents.
- Take Escalations.
- Run Huddles/Team Meetings.
- Provide support for new agents.
- Provide example of good call flow and resolution for training agents.
- Resolve service, pricing and technical problems for customers.

Work History

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)