Vino Sivajothy

Seeking full time employment in remote technical support. 7+ years of customer facing experience. Working knowledge of Javascript/HTML/CSS/React/ Node/ SQL/ Express.

vino_sivajothy@hotmail.com ✉

780-777-3407 📞

Edmonton, Alberta 📍

Work Experience

02/2021 – 12/2022   Edmonton, AB
CoinSmart
Remote Client Success SmartRep

General duties
Answer inquiries from clients through live chat, phone calls and email regarding cryptocurrency products. Troubleshoot deposit, withdrawal and trading issues. Communicate with DEVS team regarding hot fix for surface level bugs.

03/2019 - 04/2020   Edmonton, AB
Telecommunications Technician
Shaw Communications

General duties
Interact with clients on a daily basis in residential/commercial setting. Install and repair Fiber Internet, TV and POTS services. Ethernet and Security System installations. Run tests with computer applications.

03/2018 – 03/2019   Edmonton, AB
Telecommunications Technician
Telus

General duties
Interact with clients on a daily basis in residential/commercial Setting. Install and repair Fiber Internet, TV and POTS Services. Ethernet and Security System installations. Run tests with computer applications.
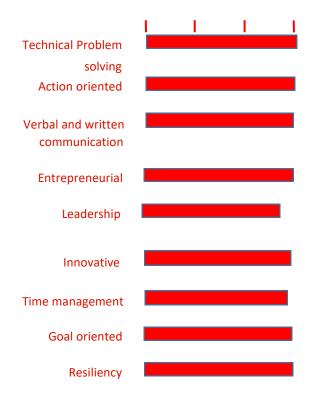
Education

09/2008 - 06/2009   Edmonton, AB
High School Diploma

09/2014   Edmonton, AB
University of Alberta

Skills & Competences

- Technical Problem solving
- Action oriented
- Verbal and written communication
- Entrepreneurial
- Leadership
- Innovative
- Time management
- Goal oriented
- Resiliency

Achievements

Self-taught Cryptocurrency (De-Fi) investor. Six figure profits within one year period.

Incorporated a business for sub-contracting position.

Javascript/HTML/CSS/React.js/Node.js/SQL

Languages

English   French   Tamil

Interests

Cryptocurrency   De-Fi   Coding

Personal electric vehicle   Hiking   Skiing