

# Robert Vandelinder

Phone: 709-290-8606

Email: robjvan@gmail.com

## Summary:

Experienced IT professional with over 10 years of diverse expertise in hardware repair, technical support, systems administration, and software development. Known for going above and beyond by working outside business hours, assuming additional responsibilities, and consistently delivering support services remotely or onsite. Proven track record in maximizing customer experience and providing innovative solutions.

## Skills:

- Enjoys learning new technologies and discovering new solutions.
- Assumes additional responsibility without being asked.
- Expert in delivering support services remotely or onsite.
- Experienced with a wide range of ticketing and billing platforms.
- Familiar with hardware and software from a wide range of vendors.
- Previous systems administrator experience managing AD, DHCP, DNS, WDS, File & Print servers, and SCCM roles.
- Strong leadership skills with experience in building, training, and leading teams.
- Entrepreneurial experience as the founder of TechOasis.

## Experience:

### Sales Staff

*Thee Hollow Noggin Vape Shop (Feb 2024 - Present)*

- Guiding customers through a diverse range of vape flavors and equipment, ensuring an exceptional experience.
- Maintaining shop cleanliness and organization, including opening/closing duties and cash-out responsibilities.
- Fostering a welcoming and friendly atmosphere while exceeding sales targets through expert advice and customer care.

### Supervisor

*Apco Recycling (Green Depot) (Sep 2023 - Feb 2024)*

- Led sorting operations, resolved customer conflicts, and managed employee schedules.
- Drove green initiatives, oversaw finances, and maintained facility cleanliness.
- Coordinated with contractors, ensured safety compliance, and procured PPE equipment.

### Owner

*TechOasis (Aug 2023 - Present)*

- Provide strategic direction for the entire company, overseeing all aspects of operations.
- Lead and mentor a team of professionals spanning a variety of disciplines, ensuring optimal performance and alignment with organizational goals.

### Software Developer

*Rappid Software Inc. (Oct 2021 – Aug 2022)*

- Modified existing software to add new features and improve interface performance.
- Developed data queries for existing repositories and implemented geofencing.
- Contributed to a platform consisting of a web app, backend server, and mobile app with over 250,000 lines of code spanning three repositories.

### Senior Mobile Technician

*TechEspresso (Casual position, Jan 2018 – Jul 2018)*

- Provided on-site IT services in the greater Calgary area, focusing on troubleshooting, hardware upgrades, and equipment recycling.
- Supported the "2018 JDRF Picks & Plates Gala" with seamless IT support.

### **Tier 2 End User Support Analyst**

*Alberta Energy Regulator (Temporary Contract, Jan 2017 – Jun 2017)*

- Managed inventory, mobile devices, accounts, tickets, new user orientation, and hardware repairs.
- Improved staging areas for more efficient workflows and better asset tracking.

### **Senior Field Service Technician**

*Burman and Fellows Group (Aug 2015 – Jan 2017)*

- Traveled across western Canada for POS software, cabling, and hardware refresh projects.
- Increased productivity by smoothly transitioning to faster and more reliable hardware.

### **IMAC Technician**

*The Employment Solution (Sep 2013 – Jan 2016)*

- Contributed to OS migration and hardware refresh projects in the financial and retail sectors in southern Alberta.
- Maintained a reputation for professionalism and efficiency in serving clients across various sectors.

### **Desktop Support Tier 2**

*TELUS Communications Inc. (Temporary Contract, Nov 2013 – Apr 2014)*

- Participated in a short-term Windows 7 migration project, including imaging and deploying hardware to field personnel.
- Conducted help desk tasks, including account management, malware removal, hardware repair, and remote troubleshooting.

### **Desktop Migration SME**

*Compugen (Temporary Contract, Mar 2013 – Aug 2013)*

- Played a key role in the large-scale rollout of Windows 7 hardware to governmental offices in southern Alberta.
- Served as the "Deployment SME," creating process documentation and training others for efficient hardware swaps.

### **Datacenter Operator**

*FGL Sports (Temporary Contract, Sep 2011 – Mar 2012)*

- Monitored the operational IT environment, including systems, core applications, network storage, and telecommunications.
- Conducted troubleshooting, escalated incidents, and generated daily reports based on sales and operational data.

### **Education:**

- Certificate, Complete Web Development Bootcamp, *Udemy (2022)*
- Certificate, NestJS – Modern TypeScript Back-end Development, *Udemy (2022)*
- Certificate, Complete Flutter Development Bootcamp, *Udemy (2021)*
- Certificate, Responsive Web Design, *freecodecamp.org (2021)*
- Diploma – PC Maintenance & Repair, *Centre for Distance Education (2011)*
- Diploma – 3D Animation, *Centre for Distance Education (2010)*

### **Additional Skills:**

- 10+ years of experience in hardware and mobile device repair.
- 3+ years of experience building Android applications with Flutter.

- 1+ year of experience in backend development with NestJS, TypeScript, and SQL.
- 2+ year of experience in web development with HTML, CSS, JavaScript, and Angular 2+.
- 3+ years of experience in 3D printing, creation, maintenance, calibration, upgrades, and customization of machines.
- 3+ years of experience in 3D design, specializing in hard-surface photorealistic renderings.
- 2+ years of experience in warehouse operations, familiar with warehouse equipment.
- 1+ year of experience in manufacturing, including CNC operation and familiarity with Gcode.
- 3+ years of experience in construction, comfortable with a wide variety of tools and working at heights

**Soft Skills:**

- Strong belief in continuous improvement.
- Skilled in a wide variety of disciplines.
- Strong devotion to completing assigned tasks.
- Adaptable and resourceful due to varied background.

**References:**

Available upon request.