Jaime Rump

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SKILLS

- **Technical Support Proficiency:** Proficient in delivering exceptional end-to-end technical support and assistance to clients, leveraging in-depth product knowledge and troubleshooting expertise.

- **Product Knowledge Application:** Skilled in applying deep understanding of product functionalities to address inquiries and troubleshoot technical issues effectively.

- **Effective Problem Resolution:** Capable of developing and implementing effective solutions or workarounds to resolve technical challenges, ensuring minimal disruption to operations.

- **Documentation Management:** Experienced in maintaining and consulting internal and external technical documentation, including User Guides and Technical Manuals, to support troubleshooting efforts.

- **Time Management:** Efficiently manage tasks, calendars, and prioritize responsibilities.

- **Communication:** Strong written and verbal communication skills for interacting with colleagues and clients.

- **Teamwork:** Collaborate effectively with colleagues and support cross-functional teams.

- **Adaptability:** Willingness to adapt to changing requirements and procedures.

EXPERIENCE

School District #23, Mount Boucherie Secondary - *Computer Admin Secretary*

OCTOBER 2023 - CURRENT

I oversee student registrations, withdrawals, and maintain student records. Additionally, I handle various administrative tasks to ensure the smooth operation of the school office, including data entry and document management.

Shopify, remote — *Support Advisor*

OCTOBER 2019 - OCTOBER 2020

I served as a dedicated resource for clients, assisting them with a wide range of administrative challenges, including data management, process optimization, and effective communication.

EDUCATION

Thompson Rivers University — *Diploma in Information Technology and Management*

JANUARY 2022 - March 2024

Core knowledge in accounting, communications, management and organizational behavior, IT concepts such as website design and development, data structures and algorithms, software architecture and design, computer networks, and operating systems.

Thompson Rivers University — *Certificate in Information Technology*

JANUARY 2022 - SEPTEMBER 2022

Core knowledge in supervision, management, composition, professional writing, computer programming, computer systems, mobile development, and programming methods.