**SHANEIL HALL-REID**

3850 Mont Blanc Terrace Halifax, NS

902-224-5683

Shaneil\_hall@live.com

**HIGHLIGHT OF SKILLS**

**Computer/Information Technology/Telecommunications skills**

* **Microsoft Office** – Experience with creating and manipulating documents using applications within the Microsoft Office Suite such as Microsoft Word, Microsoft PowerPoint, Microsoft Excel, and Microsoft Access.
* **Customer Service-** Interact with customers via the telephone, promote services offered by the company to customers over the telephone, provide courteous and efficient customer service by being customer focused and listening attentively to client issues as well as always having a positive attitude/being empathetic towards customers.

**RELEVANT WORK EXPERIENCE**

**Lecturer/Instructor**

* Design curriculums that foster the learning process of my trainees using lectures, demonstrations, assignments, and assessments.
* Ensure the physical and emotional safety of my students.
* Ensure student records are properly recorded and stored.
* Evaluate students’ learning capabilities and tailor lessons accordingly.
* Interview trainees for admittance to the learning institution.

**Telephone Interviewer/ Customer service**

* Conduct telephone interviews with survey respondents and record their answers using a computer-aided telephone interviewer system (CATI).
* Interact with customers over the telephone.
* Establish a good rapport/trust by being courteous to customers.
* Act as a brand ambassador for the services provided by the company.
* Handle customer’s calls and queries in a timely manner thus reinforcing good time management skills.

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**RELEVANT WORK EXPERIENCE CONTINUED**

**Technical Skills**

* Networking
* Basic Server

Management

* IT Helpdesk
* Data Visualization
* ETL data
* Pandas
* Numpy
* Python
* MySQL
* Pycaret
* Yellow Brick
* Power BI
* SSRS
* C#
* HTML
* GitHub
* Microsoft Office
* System Analysis and Design
* Project Management
* Table Setting

PROFESSIONAL TRAINING

* CCNA Training of Trainers
* CCNA
* Training and Assessment (NVQJ)
* It Helpdesk Support Technician (NVQJ)
* CompTIA A+
* Google IT Support Professional Certificate Technical Support Fundamentals
* CompTIA Project+

**EMPLOYMENT HISTORY**

**Telephone Interviewer** 2022-Present

The Logit Group, Halifax, NS

**Lecturer/Instructor** 2015-2022

HEART College of Innovation and Technology, Montego Bay, Jamaica

**EDUCATION HISTORY**

**Business Intelligence Analytics**  2022-2023

Nova Scotia Community College, Halifax Nova Scotia

**CCNA (TOT), Project Management, Training and Assessment, It Helpdesk Technician** 2014-2022HEART College of Innovation and Technology, Montego Bay Jamaica

**EKG Technician Certificate Course** 2016

Manhattan Institute, New York USA

**BSc (Management Information Systems)** 2010-2013

University of the West Indies (MONA), Jamaica

**References Available Upon Request**