

# Sheldon W. B. Maschmeyer

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## COVER LETTER

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To Whom It May Concern,

While I have a degree in Computer Science, the reason I have a degree in Integrated Science and a minor in Sociology is that I wish my skills, my career, to be directly beneficial to society. I also wish my career to be challenging, to expand and improve my skills. Work as a web editor for the Legislative Assembly of Ontario will assist in achieving these goals.

Thank you for your consideration

## PROFILE

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- Secret Level Security Clearance.
- Qualified for Computer Software Developer, IT, Lab assistant and research positions.
- I have both applied computer science and broad science, technology and environmental education.
- Majority of work experience; working while studying to finance my education and living expenses.
- Had health issues during school years, especially secondary school, which delayed the start of university and career. Health completely recovered after day surgery and two years of university.
- Anglophone: Je ne sais pas parler français.

## EDUCATION

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<b>Carleton University</b>	Ottawa
<i>Bachelor of Computer Science Major, Minor in Sociology</i>	2015 - 2019

<b>Carleton University</b>	Ottawa
<i>Bachelor of Science: Integrated Science, Concentration in Science and Technology</i>	2009 - 2014

## TECHNOLOGY SKILLS

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- C++ and Java
- Windows (Batch scripting) and Linux (Bash scripting).
- OS Kernel programming on Linux.
- Databases: Oracle SQL, MySQL, MongoDB.
- Git; using GitHub for collaboration and version control.
- XML, JSON, CSS, JavaScript, PHP, HTML5. Used Bootstrap-5 and additional frameworks.
- Favorite IDE: Dreamweaver (Windows) and Wappler (Linux).
- OpenSource Matomo (Formally PIWIK)
- Google Analytics
- Microsoft Internet Information Services (IIS)
- Linux with Apache Server (for testing before going live)
- Computer/Network Security: Burp, Wireshark, and Packet Tracing.
- MS Office programs including advanced skills such as physics tables with Excel.
- Adobe Photoshop and Premier.

## PROFESSIONAL EXPERIENCE

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<b>Shoppers Drug Mart</b>	Ottawa, ON, Canada
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### *Evening Supervisor*

June 2020 - Present

Evening supervisor; along with cashier and merchandiser roles. As a supervisor, I merchandise and cover the breaks for front cash, cosmetics and post office. Manage customer service issues. Reconcile tills and count the safe. Responsible for facing product in aisle and closing the store.

### **Shoppers Drug Mart**

Ottawa, ON, Canada

*Cashier & Merchandiser (also assist in pharmacy)*

May 2016 - June 2020

Shoppers Drug Mart is leading drug store retailer providing a broad range of products and services in health, beauty and convenience. Our location is open till midnight. Our location recently expanded the grocery section, providing fresh produce, easy meals and self checkouts.

#### Key Responsibilities:

- Efficiently and accurately operate cash register, OLG lottery, Load Presto Cards.
- Promote corporate customer facing charity events and promote Shoppers Loyalty Program (Optimum).
- Perform merchandising tasks such as: maintaining a temperature log, checking expiry dates, using a PDT (to print price tags, bin excess inventory, check prices and, check planogram when restocking).
- Assist in pharmacy at cash, preparing delivery orders including payment. Calling customers when their prescriptions are ready for pickup. Sort prepared prescriptions and, recently received drugs. Sign-up customers for the online pharmacy. Staffing has improved in pharmacy since COVID-19.
- During COVID-19 pandemic, regularly wear a face shield and mask at work since I have asthma (from childhood). Protects myself and the others around me.

### **I-AM Retailer Solutions Inc.**

Mississauga, ON, Canada

*IT & Media Arts*

June 2012 – Present

I-AM Retailer Solutions specializes in advanced retail display solutions, featuring video and mobile advertising capabilities.

#### Assignments and Projects completed:

- Provide employees with IT support in a Windows 10 and Office 365 environment, as well as desktop applications, hardware and mobile devices.
- Setup Google Apps for Business and configured all employees Outlook 365 desktop applications and, mobiles (iPhone, Android).
- Regularly update and maintain all employee hardware and software with recent software updates, and security patches.
- Source and install all corporate hardware and software.
- Back up all corporate data regularly, utilizing tools such as Belarc Advisor and business cloud features.
- Configured IMAP and Exchange Email for employees in Outlook.
- Graphic art design/creation of multimedia business support materials, including concept renditions, situational prototype designs.
- Designed images, videos and animations for executive presentations.
- Installed Linux (Ubuntu) and ran advertising on the Digital Engines that run the I-AM video screens and connected them to a gateway which had always-on cellular internet service.

### **Dominion Voting Systems**

Toronto, ON, Canada

*Field Training and Support Representative*

May 2018 – June 2018

*Field Service Representative*

October 2014 & June 2014

Dominion Voting Systems (“DVS”) began in 1895 in New York with the invention of the first ever Direct Recording lever machines for elections. DVS is still known for its innovation in election technology.

Key Responsibilities:

2018:

- Provided advanced training for the 2018 Ontario Election to all Poll Officials in Ottawa.
- Assisted with equipment setup and conducted Logic & Accuracy testing.
- Provided support during polling hours and while votes were being tabulated.

2014:

- Assisted Tabulator District Returning Officers (“TDROs”) with equipment to set-up.
- Assisted TDRO with Logic and Accuracy testing of DVS electronic voting equipment.
- Ensured that all voting machines remained operational throughout all polling days.

**Canada Computers**

Mississauga ON, Canada

*Customer Service Representative*

June 2014 – August 2015

Founded in 1991, Canada Computers & Electronics is a retailer of personal computers, IT and components, as well as consumer electronics.

Key Responsibilities:

- Service Desk representative responsible for aiding clients with troubleshooting technical issues and suggesting appropriate solutions.
- Responsible for assisting clients in finding the right software or hardware to meet their needs.
- Used POS system to order required services and parts for pickup or delivery as well as inventory transfer between customer service department and sales.
- Assisted in migrating customers’ computers from Windows 8 to Windows 10 during transition period.
- Assisted customers with Windows troubleshooting
- Using MiniTool Partition Wizard, I backed up and migrated OS and files to new SSDs and HDDs.

**Elections Canada**

Toronto, ON, Canada

*Deputy Returning Officer*

September 2014

Elections Canada is the independent, non-partisan agency responsible for conducting Canadian federal elections and referendums.

Key Responsibilities:

- Responsible for setting up assigned polling stations.
- Ensured all Election Canada employees and party representatives followed rules and procedures.
- Ensured voters followed voting rules and experienced a easy and hassle free voting environment
- Managed registration process at polling station as required.
- Tabulated votes completed all required paperwork, informed Elections Canada of polling station voting results and, returned the ballot box and related materials to Election Canada Office.

**Fox Wireless**

Newmarket, ON, Canada

*Sales Associate*

May 2008 – August 2008

Fox Wireless Communications sold Telus mobiles, accessories and contracts. Moved to a new location when a new Telus store established nearby. I believe they are no longer operating.

Key Responsibilities:

- Exceeded sales quota of Telus Mobile devices, contracts and accessories.
- Assisted with store opening and closing duties.
- Troubleshooted mobile related customer issues. Educated clients on usage and features of their new mobile devices.

**ACTIVITIES**

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Recreational tennis and jogging. Currently cycle as a means of transportation. Working on G drivers license. Plays guitar including tabs, notation and Rocksmith. Enjoy watching sci-fi with friends. Early March, went to sister and Ken's wedding and vacationed with friends in Florida.