
Sierra Macdonald

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Summary

Technical writer, with a background in computer technology and a specialization in Microsoft server management studio.

Education

Technical writing
Humber College 2019

Computer networking and technical support
Seneca College 2015 – 2018

Technical Skills

- Adobe FrameMaker
- HTML & CSS
- T-SQL & MySQL
- GitHub
- Confluence documentation
- Windows & Linux server administration
- Computer networking and diagnostics
- Customer service and support

Experience

Technical Support Representative 05/2018 – present
Kev Group Toronto, On

- Co-authored public-facing FAQ documentation which alleviated support ticket inflow.
- Documented internal technical support processes enabling other employees to complete tasks independently.
- Created internal reports in SQL Server Management Studio to measure client statistics.
- Swiftly corresponded with clients on inquiries, improving the overall customer satisfaction ratings.

Lab Assistant 01/2018 – 05/2018
Seneca College Toronto, On

- Assisting students in a classroom setting by troubleshooting minor technical Issues.
- Answering questions and marking off labs in Windows and Linux environments.

Sales Associate Seasonal 11/2016 – 01/17
Toys R' Us Airdrie, Ab

- Greeting customers and interacting in a friendly manner, up-selling warranty products.
- Suggesting and locating products that would best suit needs.

Data Entry Clerk 07/2014 – 08/2015
Canadian Freightways Calgary, Ab

- Processed invoices inputting important information quickly and accurately with a typing speed of 70wpm and 97% accuracy.
- Filled out paper work with critical information that affected deadlines and deliveries.

Volunteer Experience

Rocky View Schools 08/2017

- Helped input information using various tools including PowerSchool and SchoolEngage to organize busing routes for students.