Thomas Lee

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SKILLS

Programming Languages: Python
Tools: Jira Service Desk, AutoCAD, GitHub, Confluence, PostgreSQL

EXPERIENCE

University of Waterloo - Information Systems and Technology
Sept. 2020 – Dec. 2020

Service Desk Specialist
Remote - Work from Home

- Consulted with over 25 members within the University of Waterloo per day, assisting faculty members, students and retiree's with regards to any technology issues
- Solved client issues through efficient problem solving and collaborating with senior staff as needed, resulting in an average response time of 10 minutes per client and 4.9/5 star ratings across the entire Service Desk
- Lead morning meetings to discuss solutions for client issues and to touch base with colleagues during the pandemic
- Created help articles using Atlassian Confluence for common problems encountered within various software and hardware

Staples Canada
July 2017 – Aug. 2019

Technology Sales Area Representative
Thunder Bay, ON

- Advised customers on technology purchases including desktop PC's, Apple products, and printers while delivering needs with excellent communication and attentive listening
- Coordinated training of colleagues on strategies for improving sales figures, as well as opening, mid-day and closing checks to ensure exceptional customer satisfaction
- Developed and implemented new sales strategies such as asking for the customers name that resulted in an increase of Easy Care Plan attachment rate of +1% for Q1 of 2019
- Troubleshooted hardware and software issues found in customer technology including desktop PC's and printers

PROJECTS

Arduino Temperature Sensor
Jan. 2021 – Apr. 2021

- Created a thermistor through circuitry, RTD, and an Arduino Uno R3 to measure the freezing point of a saline solution
- Produced Python code to compute temperature readings from the sensor via Ohm's Law and thermal resistivity equations, allowing real-time data to be collected and graphed
- Determined the cryoscopic constant through analysis of the data obtained from Python using Microsoft Excel
- Drafted professional technical reports, documented results while following IEEE referencing and research documentation

Cold Process Soap Symposium
Sept. 2019 – Nov. 2019

- Collaborated in a group of three individuals to research and create hand soap via the cold process
- Developed problem-solving skills through creation of hand soap that is desirable for the skin, cost-effective, and environmentally friendly
- Lead team management using tools such as Gantt charts and regular occurring meeting times to keep on schedule
- Created soap packaging and branding to showcase to members of the University of Waterloo at an end-of-term celebration

EDUCATION

University of Waterloo
Sept. 2019 – Present

Candidate for Bachelor of Applied Science, Honours Chemical Engineering
Waterloo, ON