THOMAS LEE

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SUMMARY OF QUALIFICATIONS

- Exceptional leadership and initiative skills as shown through directing team meetings and group projects with excellent communication and interpersonal skills
- Outstanding organizational and client service skills gained through managing multiple clients and projects at the University of Waterloo IST Service Desk
- Strong analytical and problem solving skills as shown through efficiently troubleshooting technology issues with clients at the University of Waterloo IST Service Desk

WORK EXPERIENCE

IST Service Desk Specialist
University of Waterloo - Info Systems and Technology

📅 Sept 2020 – Dec 2020   📍 Work From Home - Remote

- Consulted with clients through the University of Waterloo's IST Service Desk, assisting faculty members, students, retiree's with regards to any technology issues
- Efficient problem solving and interpersonal skills used in understanding and resolving client needs as well as collaborating with senior staff as needed
- Coordinated daily staff meetings to efficiently find solutions to client issues and review satisfaction reports from the previous day
- Utilized Jira Service Desk to communicate with clients and to optimize workflow
- Organized survey data from over 400+ individuals in Microsoft Excel in preparation with the project to roll-out 2FA across the university
- Revamped the IST Knowledge Base using Atlassian Confluence, documenting the most up-to-date information with regards to technical issues and fixes

Technology Sales Area Representative
Staples Canada

📅 July 2017 – Aug 2019   📍 Thunder Bay, ON

- Consulted with customers and delivering needs based off consultation with excellent communication and interpersonal skills
- Coordinated training of employees on store operations such as strategies for improving sales figures, opening, mid-day and closing checks
- Developed and implemented new sales strategies for employees that resulted in an increase of Easy Care Plan attachment rate of +1% for Q1 of 2019
- Developed technology sales quotes, ranging from $100 to $20,000 using Microsoft Excel while exceeding customer expectations and maintaining exceptional service

EDUCATION

Candidate for Bachelor of Applied Science:
Honours Chemical Engineering
University of Waterloo

📅 Sept 2019 - Present   📍 Waterloo, ON

PROJECTS

Arduino RTD Temperature Sensor

📅 Jan 2021 - April 2021

- Created a temperature sensor using an RTD with an Arduino Uno R3 to measure the freezing point of a salt water solution
- Constructed various circuits using resistors and voltage sources from the Arduino
- Monitored temperatures of over time using Python, Pyfirmata, and Jupyter Plot to view real-time progress
- Performed data analysis using Microsoft Excel in order to determine the cryoscopic constant of salt water
- Drafted professional reports, documenting results while following proper IEEE referencing and research documentation

Transport System Design Project

📅 May 2020 - July 2020

- Collaborated remotely with a group of 4 to design a theoretical transport system from an outlined problem
- Utilized the engineering design process to brainstorm and create effective solutions
- Coordinated and lead weekly group meetings to provided constructive feedback on completed portions for areas of improvement

Chemical Engineering Design Studio Soap Symposium

📅 Sept 2019 - Nov 2019

- Engaged in a group of 3 individuals to research and create bars of hand soap from scratch
- Used Microsoft Excel's Solver and VLOOKUP to create possible combinations of soap properties such as smoothness and lathering
- Utilized team management tools such as Gantt Charts for time management, team contracts and predetermined meeting times to keep on schedule
- Developed the soap through hand mixing oils, sodium hydroxide and other elements of hand soap generated via Microsoft Excel
- Created branding and sold the soap to various members within the Faculty of Engineering at the University of Waterloo during an end-of-term celebration

SKILLS

Programming Languages:
- Python

Applications & Software:
- AutoCAD
- Git