Telmah Kinyuy Tantoh

📍 Guelph, ON | 📞 226-343-5722 | 📧 tantohtelmah@gmail.com | 🔗 linkedin.com/in/tantoh-telmah-058054202

Professional Summary

Motivated Computer Science student and Canadian Armed Forces Primary Reserve member with experience in **IT support, software development, and customer service**. Skilled in troubleshooting, networking, and client engagement. Seeking a **part-time IT Support or Customer Service role** to leverage technical expertise, strong communication skills, and problem-solving abilities while pursuing studies at the University of Guelph.

Key Skills

- **Technical:** IT Support, Networking (LAN/WAN, Wi-Fi, Routers, Switches, Firewalls), Data Backup, Java, Python, SQL, React, Microsoft 365, Git

- **Customer Service:** CRM tools, Call Centre Operations, Conflict Resolution, Client Engagement

- **Other:** Leadership (CAF), Teamwork, Time Management, Adaptability, Working under pressure

---

Professional Experience

Customer Service Representative
Reliance Home Comfort – Cambridge, ON | Aug 2023 – Sep 2024

- Resolved billing, service, and technical inquiries with **95%+ satisfaction rating**.

- Managed **50+ daily interactions** and documented cases using CRM tools.

- Delivered empathetic communication and conflict resolution in a fast-paced call centre.

IT Intern (Networking & Software)
UNITA Contractors / ITNet Solutions / Elissam Motors – Cameroon | 2021 – 2023

- Assisted with LAN/WAN infrastructure, router/switch configuration, and data backup.

- Developed Java applications using Spring and Hibernate; participated in code reviews.

- Built and deployed responsive websites with React, JavaScript, and Tailwind CSS.

Microsoft Student Ambassador (Remote)
Microsoft Learn Program | Apr 2022 – Jan 2023

- Led seminars on Microsoft tools (Office Suite, Teams, Azure basics).

- Supported student cohorts in adopting new technologies.

Primary Reserve Member
Canadian Armed Forces – Canada | Jan 2025 – Present

- Trained in discipline, teamwork, and operational readiness.

Education

University of Guelph – Guelph, ON
Bachelor of Science in Computer Science (Ongoing) | Sep 2024 – Present

University of Bamenda – Bamenda, Cameroon
Bachelor of Engineering in Computer Engineering (3 Years Completed) | Sep 2020 – May 2023