# Tim Conway

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## SUMMARY

I am an experienced professional with over 15 years of experience teaching technical and soft skills, looking to transition back into full-time development. As a lifelong learner with excellent problem-solving skills, I look forward to using my programming skills to tackle challenges and provide optimal solutions.

## SKILLS

- **Skills:** Pc/Mac/Windows/iOS; HTML; CSS; JavaScript; React; Next.Js; C#; Unity; Test Creation/Testing; Quality Assurance; Data Analysis; Process Design; Figma;

## WORK EXPERIENCE

**Freelance Web Design**                                                                          **2024 – Present**

*Web Designer*                                                                                          *Peterborough, ON*

- Designing and coding websites to help clients enhance/build their brand.
- Whole product life cycle, from design to hosting.
  - Used planning tools such as Figma to design websites.
  - Turned design into code using technologies such as HTML, CSS, JavaScript, React, Tailwind.
  - Setup domains and webhosting using shared/VPS technologies.
- Actively communicating with customers to receive feedback, provide suggestions and update the design.

**Concentrix**                                                                                               **2005-2023**

*Senior Quality Evaluator | 2016-2023*                                                                        *Remote*

- Responsible for quality assurance of senior advisors by listening and training customer service skills. Providing coaching opportunities on both technical and soft skills while ensuring advisors felt valued and appreciated.
- High level process development. Using methodologies such as Six Sigma (Dmaic, Fishbone, etc.).

*Quality Evaluator | 2010-2016*                                                                      *Peterborough, ON*

- Learning new technologies to provide support and teach. Using critical thinking and problem solve skills to troubleshoot and resolve issues as they happened. Then document and distribute findings.

*Performance Coach | 2006-2010*                                                                     *Peterborough, ON*

- Responsible for analyzing metrics to determine skill or training gaps.
- Provided support/training for Apple products. Software (MacOS) and hardware (Computers, iPhones, etc.).

**PlayGen**                                                                                                        **2004**

*Software Engineer /Owner*                                                                           *Peterborough, ON*

- Designed and programmed a point of sales system for a local company selling steel buildings.

## EDUCATION

**Sir Sandford Fleming College**                                                                            **2001-2004**

*Computer Programmer Analyst*

*Peterborough, ON*

- Developed skills in multiple programming language/hardware environments. HTML, CSS, JavaScript, C#, C++, VBA. Windows/Mac/Linux.

## INTERESTS

- Reading – Fantasy, Sci-fi, Biographies; Game Design – Loops, Hooks, Settings; Learning – Tech, Workflows