

Tom Robertson

Skills

- Showed exceptional problem solving/critical thinking skills while regularly making critical strategic decisions with thousands of dollars at stake at General Motors
- Gained outstanding written and verbal communication skills while working with other companies in Supply Chain Supervisor and Marketing Coordinator roles, interacting with clients in IT Analyst role as well as during 6 years of customer service
- Demonstrated outstanding multi-tasking and organizational abilities by balancing working towards two degrees with consistent part and full time work
- Strong background in C++, C, Python, Javascript and Matlab
- Working knowledge in SQL, HTML/CSS, Verilog, Shell Scripts, MIPS assembly and VBA
- Thorough understanding of Linux, Windows, Git, GDB
- Proven ability in Microsoft Office, Photoshop, SAP, Sharepoint and GCDOCS

Education

Wilfrid Laurier University, Waterloo, Ontario **2012 – 2017**
Honours Bachelor of Business Administration, Entrepreneurship Option

University of Waterloo, Waterloo, Ontario **2012 – 2017**
Honours Bachelor of Computer Science

Coop Work Experience

Federal Economic Development Agency, Waterloo, ON **Sept - Dec 2015**
IT Analyst

- Utilized Excel including VBA and pivot tables to track and analyze client requests
- Used Outlook to efficiently manage three inboxes receiving ~50 emails per day
- Maintained hardware and software inventory across four offices using database software
- Advised and trained staff and executives on new IT equipment
- Diagnosed IT related problems on a variety of hardware and either resolved or escalated to the correct department

General Motors, Ingersoll, ON **Jan - April 2015**
Global Supply Chain Supervisor

- Supervised a team of 27 adults responsible for supplying half of the assembly plant with parts
- Regularly made critical strategic decisions in order to ensure the assembly line always had parts on time and caused no avoidable downtime
- Communicated with planners and trucking companies to ensure trucks arrive to the assembly plant with correct parts and on time
- Coordinated the unloading of 21 trailer docks into stock areas while sequencing parts and ensuring they are tugged lineside in a timely manner

Business Development and Marketing Coordinator

- Developed and implemented the marketing plan for the tutoring branch of the company
- Conducted market research to determine neighbourhoods with targeted demographics
- Designed and implemented a new website
- Used Photoshop to design advertisements, communicated with outside companies to implement
- Increased social media followers using content calendars and increased website traffic through SEO

Work Experience

Leadme Lead Capture, Waterloo, ON

Sept 2016 – Present

Business Relations/Developer

- Conducted ~40 interviews with salespeople, marketers and event attendees in order to completely understand customer needs and design a product that meets them
- Did extensive secondary research in order to understand the industry and sales channels as well as determine Leadme's competitive position
- Developed a smartwatch app using C and the Pebble IDE that can recognize handshakes, take voice notes and interact with the Leadme phone app via Bluetooth
- Building a custom low-cost smartwatch using an Adafruit trinket, programmable using Arduino's Processing language

Ford Motor Company, Brampton, ON April 2012 - April 2014, Sept - Dec 2014, Jan 2017 – Present

Parts Distribution Accumulator/Picker

- Worked in a team of 40 employees to supply hundreds of dealerships across Canada with parts

The Zone Hockey Training Centre Waterloo, ON

May 2015 – Jan 2015

Instructor/Maintenance/Coach

- Instructed children's clinics, handled ice and building maintenance, coached children's leagues
- Trusted to run as well as open and close the business alone

Weston Foods, Kitchener, ON

April - August 2014

Assembly Line

Shoppers Drug Mart, Cambridge, ON

March 2010 – November 2013

Merchandiser

Cambridge Public Libraries, Cambridge, ON

March 2008 – Sept 2011

Page

eBay Store Owner, Cambridge, ON

May 2007 – March 2010

- Successfully bought second hand merchandise and resold through eBay, earning up to \$1000/month in supplementary income