

### **CAREER OBJECTIVE:**

To work for a progressive company in which my education and background would be put to use and upgraded regularly.  
I desire to be a part of a company that I can care for and be passionate about working with.

### **WORK EXPERIENCE**

10/2006 - 04/2008

**Advanced Resolution Expert - Dell Canada**, Kanata, ON. [www.delloncall.com](http://www.delloncall.com)

First level phone support agent with the Dell on Call line of business. Provided advanced software support to consumer customers on a variety of computing issues, ranging from basic computer use and how-to's, to advanced malware removal and Windows Operating System repair. Was also tasked with selling our service and value added peripherals and parts. Provided peer leadership and coaching, and was a key contributing member of the most successful teams in Dell on Call. Call centre environment.

**Skills:** Windows XP, Windows Vista, Microsoft Office 2003, Microsoft Office 2007, Advanced Spyware / Virus / Malware removal, Software Installation, Norton and McAfee Support, Hardware Diagnostics, Outlook and Outlook Express Email Support, ISP Troubleshooting, Home Networking Setup and Troubleshooting, Data Backup, Customer Service, Escalation Management, Sales / Selling, Leadership, Coaching, Fast-paced environment

**Accomplishments:** Dell Agent of the Week; Resolution Star; Sales Star; Quality Star; Top 40 Agent of 300 plus agents (Q1 Fiscal Year 2008 through Q1 Fiscal Year 2009); Kudos Club Member; Team of the Quarter 4 Quarters running; Dell Agent Capability Initiative (ACI) Certified - Advanced Resolution Expert.

07/2004 - 07/2006

**Technical Support Specialist - Convergys**, Ottawa, ON. [www.convergys.com](http://www.convergys.com)

Received inbound calls of a technical nature, independently resolving customer complaints, concerns, and inquiries regarding their Internet connection. Worked on the Road Runner high speed cable contract. Call centre environment.

**Skills:** Windows XP, Windows ME, Windows 98, Windows 2000, Mac OS 9, Mac OS X, Outlook and Outlook Express Email Support, ISP Troubleshooting, Home Networking Setup and Troubleshooting, Remedy Ticketing Tool, Customer Service, Escalation Management, Coaching, Fast-paced environment

**Accomplishments:** 1 of 23 agents nominated for the Convergys "Circle of Excellence" competition for outstanding customer service, 2005; Regular recipient of the Convergys "Power of the One" award for outstanding customer service, 2004 - 2006; Regularly attained top scores in Customer Satisfaction Surveys and Quality Assurance scores with Convergys.

12/2000 - 10/2003

**Senior Web Developer/Publisher - Corel Corporation**, Ottawa, ON. [www.corel.com](http://www.corel.com)

Member of the Web Operations and IT development teams. Responsible for the daily maintenance, quality assurance, development and deployment of internal and external web sites. Gained skills in team management, prioritization and crisis management. Also gained experience in dealing with the corporate environment.

**Skills:** Open Market IPS Content Management, XML, Java, Javascript, HTML, Quality Assurance, Team Management, Leadership, Coaching, Tight deadlines

**Accomplishments:** Launched the new versions of Corel.com and Procreate.com (No longer in use); Corel Values Recognition Program award for community 2002; Managed team mates while manager was on Paternal Leave of Absence.

09/1999 - 08/2000

**Software Designer, Cabmate Development - \*SiGEM Inc.**, Kanata, ON.

Gained experience in the ongoing application development of a client/server, real-time GPS taxi dispatching system. Notable responsibilities include maintenance of the credit card system, report generation scripts, as well as the call taking processes.

\*SiGEM is now known as Mobile Knowledge - [www.mobile-knowledge.com](http://www.mobile-knowledge.com)

**Skills:** UNIX, Windows NT, C Programming, Credit Card System

09/1998 - 04/1999

**Contract - DEAL Organization (RCMP)**, Ottawa, ON.

College project sponsored by [www.deal.org](http://www.deal.org). We developed an online Database using PERL, UNIX and HTML. My primary role was that of Project Manager. While Project Manager, I developed skills in resource management and project planning.

## EDUCATION

09/1996 - 04/1999

**Computer Technology - Computing Science – 3 Year Diploma**

Algonquin College, Ottawa, Ontario.

09/1990 - 06/1996

**Ontario Secondary School Diploma**

Smiths Falls District Collegiate Institute, Smiths Falls, Ontario.

Won the Technical Award for continued Excellency in the technological field, 1996.

## SKILLS LIST

### Operating Systems

Windows 95, Windows 98, Windows NT4.0, Windows 2000, Windows XP, Windows Vista, Novell Netware, UNIX, IRIX, DOS

### Programming Languages

C, C++, Visual C++, C-Shell, Unix Scripting, COBOL, Fortran, Assembly Language 68000, Java, SQL, Motif, OWL, OpenGL

### Internet

HTML, DHTML, XHTML, Cascading Style Sheets (CSS 2), Server Side Include (SSI), Javascript, XML, CGI, TCP/IP, Macromedia HomeSite & Dreamweaver, Microsoft Frontpage, Internet Explorer, Netscape, Mozilla Firefox, Thunderbird, Outlook, Norton, McAfee, WS\_FTP, War FTP, Apache 2, Open Market Content Server 3 (Xcellerate/IPS), Internet Connectivity, CLF 2.0

### Applications

WordPerfect Office Suite, Microsoft Office Suite, Microsoft Works, Microsoft Project, Adobe PageMaker, Filemaker Pro, Remedy, Corel Draw Suite, Adobe Photoshop, Corel Painter, Paint Shop Pro, Swish

### Soft Skills

Reading text, Document use, Numeracy, Writing, Oral communication, Working with others, Problem solving, Decision making, Critical thinking, Job task planning and organizing, Finding information, Computer use, Customer Service, Escalation Management, Sales / Selling, Fast-paced environment, Quality Assurance, Team Management, Leadership, Coaching, Tight deadlines

## VOLUNTEER WORK (*Scouts Canada*)

Youth member for 20 years, from Beavers through Rovers. Active in participant and leadership roles within and outside my region. Recipient of the Chief Scout Award in 1991.

Implemented a communications network for Rovers in our region, then pushed for the successful amalgamation of Rover organizations that led to the creation of the Voyageur Region Rover Round Table.

Represented our regional Rover organization at the Provincial level. I also served both levels in executive positions. While in these positions I developed skills in teamwork, leadership, communications, diplomacy and crisis resolution.

## TRAINING & CERTIFICATES

Valid Enhanced Reliability Security Clearance (Expires 2010-11-20)

Entered into the Information Technology Contact Center Technical Support Agent apprenticeship program.

Currently holding Emergency First Aid, Basic Life Support - C (CPR) and Defibrillation P.A.D. training.