

OBJECTIVE

Secure a rewarding, meaningful career with a responsible, engaging company. Grow both professionally and personally, learning from my colleagues and others as they learn from me.

SOFTWARE SKILLS

COMPUTER PROGRAMMING

PHP, Visual Basic, Javascript, MySQL, HTML, CSS and others

ADOBE SOFTWARE

Photoshop, Illustrator, InDesign

MICROSOFT OFFICE

Excel, Powerpoint, Word

OPERATING SYSTEMS

Windows 7, Vista, XP, NT - and DOS
Working knowledge of Linux

BUSINESS SKILLS

EXCELLENT CUSTOMER SERVICE

My experiences as both employee and entrepreneur have taught me to always strive to exceed customer expectations.

SELF-MOTIVATED AND ADAPTABLE

I learn new tasks and material quickly with minimal guidance.

STRONG BUSINESS ETHICS

I believe that being honest and doing the right thing are vital to building strong businesses and lasting customer relationships.

MY EDUCATION

WINDOWS NETWORKING FUNDAMENTALS

Honeywell Learning Center
Golden Valley, MN • Aug 2011

ENGINEERING (GENERAL) FIRST YEAR STUDIES

Queen's University
Kingston, ON • Sept 2000 - Apr 2001

ONTARIO HIGH SCHOOL DIPLOMA

South Lincoln High School
Smithville, ON • Sept 1996 - Jun 2000
Awards for highest average in Computer Studies and dedication to Peer Tutoring

ASSETS

Detail Oriented • Well Spoken • Thrives on Challenge • Passionate • Independently Motivated
Optimistic • Problem Solver • Innovative • Results Driven • Team Player • Progressive Thinker

EMPLOYMENT HISTORY

Honeywell Building Solutions

Automation Service Technician

Stoney Creek, ON • Jun 2011 - Present

- Provide service and maintenance for building automation systems
- Produce reference material for use by newly hired technicians
- Attend meetings between Honeywell management and clients to provide technical knowledge and act as service liaison

Self Employed as Definitely.ca

Programmer, Designer, Manager

Welland, ON • Jun 2001 - Present

- Provide Web and Graphic design for a variety of business and non-profit clients
- Provide technical support for website and e-mail issues, as well as small office equipment and Linux web servers
- Regularly work with SQL Databases containing customer data and financial transactions

Glanfield Marketing Solutions

Programmer, Designer, Customer Service

Welland, ON • Apr 2007 - Jun 2009

- Developed and maintained multiple websites and web-based applications, including a social website driven by user-created content
- Produced graphics and website designs for internal use and external clients
- Provided technical and billing support for customers

Sitel Corporation

Technical Support Agent

St. Catharines, ON • Sept 2006 - Apr 2007

- Provided hardware and software troubleshooting for customers and field service agents
- Maintained contact with customers when resolving ongoing issues
- Researched and documented solutions to obscure or challenging problems

Direct Energy Business Services

Automation Service Technician

Mississauga, ON • Aug 2004 - July 2006

- Developed training and reference materials used by other technicians
- Assisted with training of new technicians
- Provided service and maintenance for building automation systems
- Triaged or repaired building issues remotely after-hours

COMMUNITY INVOLVEMENT

- Currently being approved to volunteer with Big Brothers Big Sisters
- Ongoing participant in BBBS "Bowl for Kid's Sake" and the Rankin Run
- Provide free painting lessons at local gaming store
- Assisted with charity barbeques for the Children's Miracle Network
- Mentored fellow students in high school through peer tutoring programs and classroom placement

POINTS OF INTEREST

- I worked with the Ontario Ministry of Transportation in their Y2K preparedness lab at the age of 18
- I began computer programming at the age of 6, using Extended Color Basic on a Tandy TRS-80
- I enjoy being creative in my free time, and can often be found painting, sculpting, drawing, or baking