

**Objective** To apply my technical and customer service skills to further my experience, build expertise, and eke out an income. I am a graduate of the Information Technology program at NSCC, where I concentrated in Programming.

**Education** Diploma with Honours in Information Technology (**Programming**) Sept 2011 – June 2013  
*Nova Scotia Community College  
Institute of Technology Campus, Halifax, NS*  
Certificate of Honours Equivalency in Arts (**English**) Sept 2006 – May 2007  
Bachelor of Arts Degree (**English, Creative Writing**) Sept 2000 – May 2004  
*Saint Mary's University, Halifax, NS*

## Skills

### Technical:

- Programming: C#, C++, Java, Ruby, PHP, Android, VB.NET
- Database: MySQL (PHP, JSF, Ruby on Rails), SQL Server (.NET, PHP)
- Web: Ruby on Rails, PHP, HTML, CSS, implementation of JavaScript / jQuery
- Support: IAM, Internet, cable, digital cable, telephony, networking, hardware

Academia: Research skills, teaching assistance, tutoring

Education: Planning and preparation, classroom management, special events, public demonstrations, intercultural communication

### Other:

- Science: Astronomy, calculus, chemistry, physics, computer science (achieved six or more credit hours in each)
- Acting: Seven productions – six with Saint Mary's University Drama Society, one at Université Sainte-Anne
- Screencasting, photography

## Career-related Experience

**Technical Support Engineer** May - August 2015  
Ping Identity - Halifax, NS

- Provided support for Ping's Identity and Access Management solutions via telephone, e-mail, and web conference
- Learned and demonstrated ability with administering on-premise and on-demand software
- Composed suggestions for improving processes, participated in product testing

**Data Collection Assistant** December 2014 - April 2015  
Community Health & Epidemiology, Dalhousie University - Halifax, NS

- Counted vehicles and driver demographics at various intersections in Halifax
- Observed incidences of a particular behaviour for an ongoing traffic study
- Endured the elements for science

**Career-  
related  
Experience**  
(cont'd)

**Web Programming Intern**

May – June 2013

Teq Mod - Halifax, NS

- Drove the back-end development of a Ruby on Rails web application
- Coached teammates in various development and deployment techniques
- Became project manager; determined and assigned tasks, set priorities
- Composed specifications, use cases, and back-end documentation

**Community Access Program (CAP) Site Intern**

June – July 2011

Bibliothèque Sénateur Ambroise H. Comeau Memorial - Meteghan, NS

- Assisted library patrons and community members in the use of the library's technical resources
- Developed French communication skills as part of the *Langues et Travail* (Languages at Work) program
- Composed inventories, charts, and technical instructions
- Learned the organization of library resources, assisted with fronting and re-shelving

**Technical Support Service Representative**

January – May 2011

Advantage Communications - Charlottetown, PEI and Souris, PEI

- Answered front-line technical support calls on behalf of Eastlink
- Assisted customers subscribing to internet, telephone, and television services
- Provided consistent, thorough technical support and friendly customer service
- Succeeded in being a dependable team player

**Primary School Teaching Intern**

January – December 2008

Seiko Gakuen - Ojin-cho, Tokushima-shi,  
Tokushima-ken (Shikoku), Japan

- Taught English and other subjects in the medium of English (science, math, art) in a private, bilingual grade school
- Managed extra-curricular activities including speech contests and plays
- Adapted successfully to local and office culture. Performed teaching demonstrations for parents and the general public. Worked under pressure. Developed critical time management skills
- Worked with students of all English abilities from first grade through ninth

**Customer Service Representative**

April – July 2006

Teletech Holdings, Inc. - Halifax, NS

- Managed Customer Care calls on behalf of Sprint/Nextel
- Empowered and assisted thousands of customers: answered billing enquiries, troubleshooted cellular equipment, processed service plan changes – consistently achieving first call resolution
- Provided professional level of communication; commended particularly for dedication and resourcefulness

**Career-related Experience**  
(cont'd)**IT Exchange Participant**

July 2005 – January 2006

Canada Corps / ICT4 Governance - Ostroh, Ukraine

- Worked in the English Language Resource Centre of the National University of Ostroh Academy cataloging books for a new inventory system
- Taught English classes at NUOA
- As a first-of-its-kind project, composed frequent updates and reports and kept our Canadian coordinators up-to-date

**IT Exchange Participant**

August 2004 – March 2005

Canada World Youth / NetCorps Exchange - Grande Prairie, AB / Płużnica, Poland

- Organized IT, language and cultural seminars for fellow participants
- In Alberta, created websites for the Cool Aid Society of Grande Prairie and Society for Support to Pregnant and Parenting Teens
- In Poland, assisted the English teachers at two public schools in Lisewo

**Remote Key Operator**

April – August 2004

Symcor Services, Inc. - Halifax, NS

- Processed payment information on behalf of corporate clients large and small
- Developed ability to key rapidly and accurately for extended periods and became familiar with a wide variety of processing rules and procedures

**Volunteer Experience****Committee Member**

2000 – 2004

Bedford Watershed Advisory Board - Bedford, NS

**Patient Care, Patient Mobile Library**

2002 – 2003

Victoria General Site, QEII Health Sciences Centre - Halifax, NS

**Frosh Leader**

2001 – 2003

Saint Mary's University - Halifax, NS

**Conversation Partner**

2003-04, 2009, 2012

TESL Centre, Saint Mary's University - Halifax, NS

EAP Program, Nova Scotia Community College - Halifax, NS

**Awards and Scholarships**

Governor General's Academic Medal

2013

*(Highest academic standing at NSCC IT campus)*

Canadian Information Processing Society Award

2012-13

Farm Mutual Foundation Scholarship

2006-07, 09-10, 10-11, 11-12, 12-13

Dean's List, Saint Mary's University

2002-03, 2003-04

Film Club Award, Charles P. Allen High School

1999-00