**![C:\Users\Karen\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\KDKBU2S6\linkedin[1].png]() Seeking an internship or Entry level Web/Java role**

**Summary of Qualifications**

* Excel at explaining complex technical terms to non-technical customers through 5+ years customer service experience in call centre and retail environments; 2.5 years technical support and 1.5 years supervisory experience
* Tech savvy and resourceful; able to troubleshoot most issues related to technology
* Great at adapting plans and blueprints, problem solving and applying changes in real world through 5 years’ experience in construction and home renovations
* Clear, concise and confident speaker

**Technical Skills – Learning in Progress**

*Programming Languages:* HTML5, XML, CSS3, JavaScript, Java, JQuery

*Developer Tools:* Android Studio, Brackets, Eclipse, Firefox Developer, GitHub, NetBeans, Notepad++, Sublime Text, WordPress

**Core Competencies**

* Front-end development
* Testing, debugging, reporting and documenting
* Software lifecycle development
* Systems implementation

**Certifications**

Microsoft Technology Associate (MTA) February 2016

Oracle Certified Associate – Java SE 8 Programmer 1 Expected April 2016

**Education and Training**

**Technology Service Corps.,** NPower Canada Jan 2016-Present

**Renovation Technician,** Niagara College 2011

Ontario Scholar (Above 85% average) 2009

Technology Certificate: Woodshop, Horiticulture, Manufacturing 2009

**Work Experience**

**Supervisor**, Sitel, St. Catharines 2011-2014

* Handled billing, Tech Support, Sales and Escalated inbound phone calls
* Consistently exceeded monthly sales expectations by 1.6% above conversation rate target
* De-escalate customer complaints
* Facilitate new hire classes providing training and quality assurance
* Created excel spreadsheets related to sales and troubleshooting for production floor
* Hold team meetings
* Set appointments for installs or in home tech support
* Explain troubleshooting and sales techniques to agents on floor

**Labourer/Installer,** Cabana Renovations, Oakville 2009-2011

• Kitchen, Bath, and full Basement Renovations

• Drywall, Framing, Tiling, Flooring, Demo’s, and clean-up

• Communicate clearly and effectively in a loud environment

• Team environment

• Effective listening for complete understanding at task at hand

• Measure twice, cut once