

# William Jarrell

Guelph, ON

[will@willcj.ca](mailto:will@willcj.ca)

<https://willjarrell.ca>

226-500-1000

## Personal Details

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**Highest Level of Education:** Bachelor's Degree – English Literature

**8 years of French Immersion** – Kindergarten – Grade 8

**High School French** – Grade 9 - 11

## Work Experience

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### **End User Support Analyst (Tier 1 and Tier 2)**

ShipRush (Descartes) – Remote

November 2021 to Present

\* Provide support for end users. Install printers, troubleshoot software, provide training, billing issues.

### **End User Support Analyst (Tier 1 and Tier 2)**

RL Canning (Honeywell) - Cambridge,

ON May 2017 to January 2020

\* ComDev was acquired by Honeywell; position involved migrating ComDev to Honeywell systems. Position required CGP clearance for export control compliance.

\* Worked independently as 1 of only 2 technicians at the location, and as part of a ~15 member team across Ontario.

\* Top team performer - led the team in using Nexthink to achieve annual goal in new Proactive Insight program, proactively remediating issues before user raised tickets.

\* Top team performer - led the team in achieving goals for new Remote Assistance program.

\* Migration of all computers on site from a legacy ComDev Active Directory domain to Honeywell domain, along with required remediations to existing systems.

\* ServiceNow - ticketing, tasks, inventory management, creating and monitoring team reports.

\* Supported ComDev AD domain in a live production environment of ~1000 employees.

\* AD account creation/disabling; granting access permissions of CGP restricted documents.

\* Scheduling, coordinating and performing both remote and in-person support.

\* Received Dell TechDirect training and hardware repair certifications.

\* Perform requested solutions including, but not limited to, imaging and reimaging systems with compliant images, remediating systems for compliance, diagnostics, software backups, hard drive cloning, workspace setup/teardowns, software installations, etc.

\* Provide troubleshooting, support, and repair on Microsoft Office suites, including Outlook, as well as web browsers and plugins, forgotten password retrieval, driver issues, etc.

\* Provide support for Windows (XP, 7, 8, 10), Mac OS X, Android, and IOS.

\* Creating a set of SOP documentation for the site from ground up.

### **Computer Technician, Support Analyst (Tier 1 and Tier 2)**

Infinican Computer Centre - Guelph, ON

August 2015 to November 2016

\* Provided Server support, including Windows Server 2008 and SBS 2008.

- \* Supported Active Directory in a live production environment.
- \* Scheduling, coordinating and performing on-site services. Scheduling had to be balanced and coordinated with in-store duties to ensure timely turnaround.
- \* Perform initial customer intake, assess issues, provide quotes.
- \* Educate customers on technical services available.
- \* Create, update, and close technical tickets.
- \* Perform requested solutions including, but not limited to, hardware diagnostics, software backups, hard drive cloning, automatic and manual windows repairs on existing systems, system re-installations, system migrations, and new unit setups.
- \* Provide troubleshooting, support, and repair on Microsoft Office suites, including Outlook, as well as web browsers and plugins, forgotten password retrieval, driver issues, etc.
- \* Provide support for Windows (XP, 7, 8, 10), Mac OS X, Android, and IOS.
- \* Perform hardware installations, repairs, and modifications on both PC, Macintosh and Tablet models. Provide recommended upgrade suggestions to customers based on needs.
- \* Perform in-home installations, setups, repairs, and consultations for customers.
- \* Successfully outperformed sales and service targets set for the fiscal year.
- \* Worked independently as the only technician at the location.
- \* Store Opening and Closing duties, cash counting, taking inventory.

### **End User Support Analyst (Tier 1 and Tier 2)**

Staples - Guelph, ON

December 2013 to May 2015

- \* Create, update, and close technical tickets.
- \* Educate customers on technical services available, and perform unit intake.
- \* Diagnose technical issues and provide customized solutions.
- \* Perform requested solutions including, but not limited to, hardware diagnostics, software backups, hard drive cloning, automatic and manual windows repairs on existing systems, system re-installations, system migrations, and new unit setups.
- \* Provide troubleshooting, support, and repair on Microsoft Office suites, including Outlook, as well as web browsers and plugins, forgotten password retrieval, driver issues, etc.
- \* Provide support on technical issues on software platforms including, but not limited to, Windows XP, Windows 7, Windows 8, Mac OS X, Android, and IOS.
- \* Perform hardware installations, repairs, and modifications on both PC, Macintosh and Tablet models. Provide recommended upgrade suggestions to customers based on needs.
- \* Provide one on one tutorial and training services for customers both new and existing.
- \* Perform in-home installations, setups, repairs, and consultations for customers.
- \* Maintain the day to day operational status of the technical department including, but not limited to, general cleanliness and order, stock supply, equipment supply, customer communication, and turn-around times.
- \* Provide training to associates, as needed.

### **Customer Service Representative (Technical Support, Billing, Sales)**

Wipro (Bell TV) - Brantford,

ON April 2012 to July 2013

- \* In-Bound call centre support diagnosing issues and providing technical assistance for Bell TV subscribers
- \* Required to use communication skills to identify the issue and the customer's level of technical knowledge to solve the customer's problem
- \* Accessed multiple databases and applications to identify appropriate solutions

- \* Logged all incoming calls in the call tracking database
- \* Provided billing and sales support
- \* "Floor Walking" - Providing consultative support and expertise to other front-line agents.

### **Home Theatre Installation Assistant**

Future Shop - Brantford, ON

November 2011 to January 2012

- \* Provide technical support and installation of custom-tailored technical solutions for home theatres.
- \* Site assessment, assembly, installation and configuration of equipment
- \* In-wall cabling.
- \* Trouble shooting and resolving technical issues.
- \* Providing basic tutorials and explanations on use of equipment.

## Education

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### **Bachelor's Degree in English Literature**

Trent University - Peterborough, ON

## Skills

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- Customer Support
- Customer Service
- IT Support
- Microsoft Office
- Computer Repair
- Computer Hardware
- Computer Software
- Active Directory
- Microsoft Windows
- CompTIA A+
- Technical Support
- Help Desk
- Desktop Support
- Network Support
- Software Troubleshooting
- Operating Systems
- Troubleshooting
- Computer Networking
- ServiceNow
- Remote Access Software
- SCCM
- Mac OS

- VoIP
- Android
- DHCP
- LAN
- DNS

## Certifications and Licenses

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### **CompTIA A+**

## Additional Information

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### HIGHLIGHTS OF SKILLS

- \* Received A+ Certification
- \* 5 years of experience as Computer Technician / IT support
- \* Customer support ranges from inexperienced user to enterprise server environment.
- \* Training and experience in customer service and communication.
- \* Committed to further training and growth