

William Jarrell

Guelph, ON

will@willcjarrell.ca

<https://willcjarrell.ca>

226-500-1000

Personal Details

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

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

Bachelor's Degree in English Literature

Trent University - Peterborough, ON

Skills

- CompTIA A+
- ServiceNow
- FreshService
- Customer Support
- Customer Service
- IT Support
- Microsoft Office
- Computer Repair
- Computer Hardware
- Computer Software
- Active Directory
- Microsoft Windows
- Technical Support
- Help Desk
- Desktop Support
- Network Support
- Software Troubleshooting
- Operating Systems
- Troubleshooting

- Computer Networking
- Remote Access Software
- SCCM
- Mac OS
- VoIP
- Android
- DHCP
- LAN
- DNS

Certifications and Licenses

CompTIA A+

Additional Information

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