

DEL SHERLE

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An individual with a passion for electronics and problem solving. Offers many years of IT experience and a strong work ethic. Demonstrates a calm, professional manner in any work environment and takes pride in a job well done.

EDUCATION

May 2005

Bachelor of Science, Computer Science, University of Saskatchewan

May 2018

CompTIA Secure Infrastructure Specialist, CompTIA / Self-Study
CompTIA A+, Network+ and Security+ certifications completed/renewed recently.

June 2000

Grade 12 Diploma, Melfort and Unit Comprehensive Collegiate

EXPERIENCE

April 2018 – November 2018

Information Technology Technician (Temporary), Saskatchewan Health Authority

- Deployed and repaired desktops, laptops, printers, scanners and phones for the Former Cypress Health Region.
- Provided remote and onsite assistance for issues with Windows 7 and 10, Office 2010-2016, and various programs used by the health region.
- Made required changes in Active Directory to manage users and computers.
- Improved security of existing processes for onboarding new employees.

November 2008 – February 2018

Mobile IT Technician, Kelly Services

- I was on multiple IBM contracts over this time period. One was the first position I held here and another one was the last. The last one was February 2013 – February 2018.
- I was primarily warranty / service contract hardware support. I repaired, replaced and deployed laptops, desktops, printers, scanners, switches, routers, servers, UPS's and specialized retail equipment.
- At times, I was a lead technician during larger installs (such as full bank branch refreshes), and also handled asset tracking and time management related paperwork.

January 2010 – February 2013

Tax Professional, H&R Block

- Accurately prepared tax returns during interview with clients.
- Handled reception, filing, end of day/week/season procedures, bank deposits, using and troubleshooting money order printers and other equipment.
- Helped move office furniture and equipment at beginning and end of tax season.

May 2008 – September 2008

Computer Service Technician, Neural Net Interactive

- Repaired hardware and software issues with Apple computers.
- Wrote detailed notes for each repair.

November 2005 – April 2008

Technical Customer Service Agent, Aditya Birla Minacs

- Front-line agent from November 2005 to April 2007.
- Second-level agent from April 2007 to April 2008.
- Provided computer-specific technical support to Apple customers via phone.
- Solved client issues by applying knowledge, research and company policy.
- Walked computer users through many different tasks over the phone without seeing their screen.
- Used complex customer relationship management software to log important details of calls and to send written notifications to other departments.
- Helped and gave feedback to Front-line agents as a Second-level agent.

SKILLS & OTHER QUALIFICATIONS

- Experience with Windows 7, Windows 10, Linux, Mac OS and DOS.
- Familiar with Microsoft Office 2003-2016.
- Effectively deals with a wide range of people using multiple forms of communication.
- Experience supporting and using BlackBerry OS, Android and Apple iOS.
- Deep understanding of electronics and many software packages.
- Owns a car and has a valid class 5 driver's license.
- Some software design skills using Visual Basic, Java, C#, HTML.

ACTIVITIES

- I enjoy using spare time to help out non-profit organizations pro bono. I was helping out Osteoporosis Saskatoon Chapter with computer issues and fundraising events from 2007-2015.
- For a few years, I also contributed to the choir "Joy of Vox" not only with my voice but with my computer skills as well. I was burning practice CDs and performance CDs for a choir of about 200 people as well as doing some updates on the Joy of Vox website.