

Jonathan Wilson

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Summary of Qualifications

- 5+ years of experience providing customer support in different industries such as hospitality and retail
- Proficient in troubleshooting, repairing, and upgrading software, hardware, operating systems, and mobile devices, coupled with a keen interest in emerging cloud technologies
- Showcased an adept ability to deliver satisfactory solutions to clients, honing excellent problem-solving skills over years of customer support experience and engagement in community events
- Possesses robust written and verbal communication skills, underscored by a proven track record of efficiently addressing diverse needs through the management of over 50 phone calls daily
- Fluent in Krio and French
- Valid Ontario G2 Driver's License

Technical Skills

Operating Systems:

Windows, Android, iOS, Mac OS, Linux

Applications & Tools:

Microsoft Office 365

Tools:

VMware, Google Workspace, Packet Tracer

Project Management Fundamentals: *Agile, Waterfall, Scrum*

Languages:

Javascript, HTML5

Education & Certifications

Google IT Support Professional Certificate

Nov 2023

Junior IT Analyst Program

Aug 2023 – Nov 2023

NPower Canada | Toronto, ON

14-week intensive online class training on the fundamentals of computer technology, and project management essentials.

- Configure device operating systems including Windows and Linux, while configuring disk partitions and filesystems
- Troubleshoot and problem solve core service and support challenges while applying best practices for documentation, change management, and scripting
- Support basic IT infrastructure and networking, including DNS and DHCP, applying standard protocols with TCP/IP communications
- Configure and support PC and IoT device hardware
- Learn how to lay the foundations for successful Agile projects using methodologies and tools such as Scrum, Kanban
- Develop a complete understanding of the Agile project management lifecycle, key techniques and deliverables

User Experience Design Bachelor's Degree

Wilfrid Laurier University | Brantford, ON

Nov 2023

Ontario Secondary School Diploma

St. Mother Teresa Catholic Academy | Scarborough, Ontario

July 2018

Work Experience

Case Packer

Jun 2023 - Aug 2023

Mondelez International | Scarborough, Ontario

- Proficiently operated and performed routine maintenance on automatic packaging machinery, minimizing downtime and optimizing production output
- Collaborated seamlessly with machine operators and line supervisors to ensure a smooth flow of products from production to packaging, contributing to overall process efficiency
- Demonstrated dexterity in accurately sorting and packing various product types, ensuring optimal utilization of packaging materials
- Maintained accurate production records, documenting packaging specifications and quantities, aiding in data analysis for process improvement initiatives

UX Strategist at VFC

Jul 2023 - Aug 2023

Completely Inclusive | REMOTE

- Contributed to innovating a small business by working on a 60 hour 7-week project apart of *Venture For Canada's* Intrapreneurial program
- Communicated with the company owner to determine the design, layout and website's ambiance to ensure that personal preference were input
- Edited 4 to 6 LinkedIn posts and drafted content to the specifications of the client
- Crafted a comprehensive outline for an inclusive Social Media Marketing Plan, prioritizing accessibility and ensuring a wider reach to diverse audiences

Volunteer Experience

Sprout Fellow at Taking It Global

Apr 2023 - Aug 2023

City of Toronto | Toronto, Ontario

- Initiated a well-being program aimed at empowering numerous urban racialized men to enhance their mental and physical health while fostering stronger connections within their communities
- Led a team of five emerging social innovators in the Sprout Fellowship, supporting them in launching community-enhancing projects

FLASS Financial Director at WLU

Sep 2020 - Apr 2021

City of Brantford | Brantford, Ontario

- Facilitated scheduled meetings with members of the Faculty of Liberal Arts council to deliver comprehensive financial recommendations for upcoming campus-wide initiatives
- Successfully oversaw accounting, operational, and strategic functions alongside my standard duties, ensuring efficient financial management
- Effectively tracked and improved the financial flow of previous liberal arts student-led initiatives, ensuring their sustainability and growth