
IT COORDINATOR | GUEST SERVICES

- ❑ Well-educated and versatile leader with in-depth knowledge in all aspects of IT Support in a guest service environment, including PC maintenance, computer networking, troubleshooting, and more.
- ❑ Strong technical ability to create, query and manipulate databases via SQL statements as well as convert spreadsheet data to/from databases.
- ❑ Innate capacity to partner with staff at all levels while building effective working relationships both internally and externally.
- ❑ Adept at providing systematic evaluation of complex datasets and identifying essential information to generate accurate reports.

TECHNICAL SKILLS

TCP/IP Networking
Network Troubleshooting
Computer Maintenance
Telephony/VoIP
Microsoft Access, Excel,
PowerPoint & Word
Symantec Backup Exec
MICROS & OPERA
SQL

EDUCATION

NIAGARA COLLEGE OF APPLIED ARTS & TECHNOLOGY, NIAGARA-ON-THE-LAKE, ON

Post-Graduate Diploma: GIS – Geospatial Management

2008

Thesis: Analysis of Pollutant Loading in the Twenty Mile Creek Watershed

- Utilized ArcGIS and other applications to identify pollutant loading at multiple points. Built model and diagram to determine solutions that mitigate causes of increased pollution while raising potential revenue to the region.

Post-Graduate Diploma: Environmental Management & Assessment

2007

BROCK UNIVERSITY, ST. CATHARINES, ON

BS Biological Sciences

2002

PROFESSIONAL EXPERIENCE

THE FAIRMONT HOTEL, PITTSBURGH, PA/SAN FRANCISCO, CA

IT Manager

Apr 2012 – Present

Primary contact for the maintenance and upkeep of corporate and guest network infrastructure at a 185-room hotel; managing all aspects of network and hardware/software configurations, computer system back-ups, phone system operation and help desk requests. Ensure productivity by identifying system risks and implementing new processes necessary to increase workflow and performance.

TALISMAN ENERGY USA, INC., WARRENDALE, PA

GIS Technician (Contract)

Sep 2010 – Dec 2010

Provided key support in GIS analysis of land parcels, pipelines and other various company assets. Contributed to mapping functions in ArcGIS 9.3; performed data collection, georeferencing and cartography. Offered insight during meetings with Land Department, Geologists and Geophysicists.

- Standardized maps of company assets by producing templates, which were easily usable/modifiable for GIS Analysts/Technicians as well as non-GIS professionals.
- Enabled smooth negotiation flows for planning team by solving geospatial issues linked to private properties while compiling historical data for analytical support.
- Supplied up-to-date project information through maintenance of GIS web browser.

PROFESSIONAL EXPERIENCE**URBAN ENVIRONMENTAL MANAGEMENT, TORONTO, ON*****Asset Management Specialist/Environmental Consultant****Aug 2008 – Aug 2009*

Played a vital role in the daily management and analysis of GIS data collection. Operated workstations to update maps and convert data between ArcGIS, AutoCAD and Excel. Contributed to reduction of public safety threats by offering key tools and maintaining asset records for municipal clients.

- Minimized structural failures by producing a comprehensive spreadsheet and database for the company's largest client, allowing easy access to municipal assets physically stored within geodatabase.
- Presented results through visually engaging maps and flow diagrams that entailed clear graphical representations of asset management projects.
- Improved workflow among staff by streamlining map creations and data conversions, which resulted in increased levels of efficiency during project implementations.
- Monitored accuracy in proposals by editing and revising content to ensure best representation of the company and its services.

NIAGARA PENINSULA CONSERVATION AUTHORITY, WELLAND, ON***GIS Technician (Contract)****Mar 2008 – Aug 2008*

Aided in the conservation of habitat areas and resources within the Niagara region by conducting a remote interpretation of aerial photographs and subsequent digital delineation of Environmentally Sensitive Areas (ESAs).

- Utilized ArcMap Editing Toolbar to create shapefiles, layers and maps.
- Maintained compliance with cartography principles, such as longitude, latitude and map scales for field crews.
- Ensured consistency in calculation of polygonal geometry while updating geodatabase in ArcCatalog.

ENTREPRENEURIAL ACTIVITIES**CARNEGIE SCIENCE CENTER OBSERVATORY, PITTSBURGH, PA*****Volunteer****2013*

Participated in community awareness efforts, in addition to composing instruction manuals for telescope-software interfacing that facilitated education demonstrations to the public.

BOOM, ST. CATHARINES, ON***Founder & Creator****2002*

Spearheaded a discount-friendly business primarily targeting student customers. Garnered partnerships from local vendors and designed product advertisements, which immediately steered revenue growth (10% of proceeds donated to conservation efforts).