

Karl Gajonera

10 Woodpark Way
Ottawa, Ontario, K2J 4B5
(613) 823-9713

Karl.Gajonera@Rogers.com

SUMMARY OF QUALIFICATIONS:

Great knowledge in all computer hardware and software troubleshooting
Very competent in Microsoft operating systems and software programs
Provide prompt and friendly services to clients and customers
Excellent oral and written communication skills
Do a thorough job on each task and assignments on time
Analyze impact of decisions before executing them
Ability to work under pressure with great results
Work well independently as well as in a team

TECHNICAL EXPERIENCE:

Advanced Windows XP Home, Professional and Media Center troubleshooting
Proficient in troubleshooting all Windows Vista related issues
Vast knowledge and experience with Microsoft Operating Systems, Microsoft Office, Microsoft Works Suite, Internet Explorer and some third party programs
Proficient with all security software and hardware
Excellent in wireless networking and security
TCP/IP routing skills, IP configurations and troubleshooting
Great experience in hardware teardowns and troubleshooting
Knowledgeable with computer components

EMPLOYMENT HISTORY:

- 2006-2008 **Computer Technician**, Dell Canada Inc., Ottawa, Ontario
Worked for the company in three different positions throughout my time there including XPS Chat Senior Technician, XPS Voice Technician & ACS Corporate Technician
- Provided support to home consumers, business owners and corporate partners primarily in the United states.
 - Highly experienced in using email, chat and voice mediums to communicate with customers
 - Troubleshot certain software issues using a remote connection tool
 - Assisted in hardware troubleshooting and issued part replacements under warranty
 - Provided sales services for accessories customers may need such as printer ink refills, extra computer memory and video card upgrades
 - Assisted in home networking (LAN & WLAN) and Internet issues
 - Held a supportive role for new hires, providing assistance and guidance
 - Assisted in business improvement process for the team
 - Organized outings and team activities
 - In team meetings, was responsible for business process update and team strategies for performance improvement
- 2005-2006 **Shipping and Receiving Clerk**, Alzar Industries, Ottawa, Ontario
- Did thorough quality control checks before are shipped
 - Shipped and received products to and from suppliers and clients

EDUCATION:

2004-2006 [Small-Medium Enterprises Management](#)
Algonquin College – Woodroffe Campus

Focused and did major projects on Advertising Campaigns, Visual Merchandising, Professional Selling, Financial Management, Business Planning, Marketing Research, E-Business, Web site Development and Retailing Management. Received high marks with references.

1998-2004 **St. Paul High School**, Ottawa, Ontario
Completed high school and received diploma

ACHIEVEMENTS:

Self taught in professional photography
Received multiple customer service awards
Performance rated above top 30 in recent employment
Dean's List recipient with overall GPA of 3.67 (maximum 4)
Completed a viable business plan
Received recognition in high school via honour roll
Received Art Award in Elementary

INTERESTS:

Digital photography, photography alternations, Web site development
Music, electronic gadgets, new technology, gaming
Computer, software, hardware and information systems
Soccer, rollerblading, swimming, camping and fishing