

Karl Gajonera

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

<http://truflip.weebly.com/portfolio.html>

Karl.Gajonera@Rogers.com

SUMMARY of QUALIFICATIONS:

High focus on providing high quality of work
Interact and communicate effectively with clients
Work well independently as well as in a team
Excellent critical thinking and problem solving skills
Able to work in faced-paced environments
Highly organized, always punctual and attentive to details
Very competent in working with computers including hardware and software

EXPERIENCE & SKILLS:

Highly experienced with digital SLR's, lenses, filters, flash and other accessories
Field experience in portraiture (mostly natural lighting and some studio settings), architectural, commercial type, industrial, and general photography
Knowledgeable with photo editing programs such as Adobe Photoshop & Corel Paint Shop Pro
Able to do colour corrections, black & white conversion, digital image altering, photo restoration, computer graphic imaging and digital photo imaging
Experience in printing, mounting and framing photographs

EMPLOYMENT HISTORY:

- 2006-2008 **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
 - Troubleshoot certain software issues using a remote connection tool
 - Vast knowledge and experience with Microsoft Operating Systems, Microsoft Office/Works Suites, Internet Explorer and some third party programs.
 - 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**, *Alzar Industries*, Ottawa, Ontario
- Did thorough quality control checks before packages were shipped
 - Shipped and received products to and from suppliers and clients

EDUCATION:

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

Major projects included 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.

Dean's List recipient with overall GPA of 3.67 (maximum 4)

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

INTERESTS:

Digital photography, photography alterations and editing, Web site development

Music, electronic gadgets, new technology, gaming

Computer, software, hardware and information systems

Soccer, rollerblading, swimming, camping and fishing

References Available Upon Request