

Bruce Wayne

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PROFILE

- Strong aptitude in planning, design and operation of Electric Power Systems
 - Excellent ability to prioritize projects in a collaborative manner
 - Superior customer service skills both over the phone and in person
 - Fast learner looking to apply and further develop Engineering skills
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EDUCATION

Bachelor of Engineering, Electrical DATE
Concordia University, Montreal QC

Diploma of Collegial Studies, Pure and Applied Sciences DATE
John Abbott College, Montreal QC

LANGUAGES

French, English: spoken and written

COMPUTER SKILLS

Programming Languages: C++, MATLAB

Operating Systems: Windows, UNIX

Software Packages: Microsoft Word, Excel, Access, Visio, PowerPoint, Pspice, Hspice, Orcad Layout, Analog Work Bench, TRLINE, SMTHCHT, Crystal Crystallograph

ACADEMIC PROJECTS

Monitoring of a Server Application using SNMP

- Modified pre-existing software to include a SNMP reporting agent
- Added features to support remote administration and software self-reconfiguration

Software Tool for Analysis & Synthesis of Extended Finite State Machines using Visual C++ (control system)

- Designed and implemented finite state machine (FSM)
- Extended finite state machine (EFSM) and compared the results accordingly Programmed components in visual C++ (MFC)

RELATED EXPERIENCE

Support Technician

DATE

Bell Canada, Montreal QC

- Respond to client's queries about technical issues by e-mail and over the phone
Accurately diagnose customer problems and suggest possible solutions using
 - step-by step troubleshooting diagnostics
 - Document customer statistics using software such as Excel
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OTHER WORK EXPERIENCE

Head Cashier

DATE

Jean-Coutu, Montreal QC

- Provided excellent customer service in both English and French
- Responded to enquiries and suggested products that would best match customer needs
Managed customer transactions, balanced cashes at closing, and prepared deposits
- Performed voids and provided training for cashiers when necessary

Counter Clerk

DATE

The Tasty Sammich, Montreal QC

- Offered quality service to a diverse clientele
- Prepared sandwiches according to customers' orders
- Replenished snack display and kept track of inventory ensuring accuracy

Inventory Clerk

DATE

Mondou, Montreal QC

- Received and processed deliveries and stored them in the stockroom
Monitored inventory and entered data into ordering spreadsheet
 - Restocked shelves ensuring consistent supply of products
 - Delivered occasional orders to particular homebound customers
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EXTRACURRICULAR EXPERIENCE

Peer Helper

DATE

- Student Life and Services, Concordia University, Montreal QC
 - Coached students with physical disabilities to enhance computer skills
 - Informed new students on university resources services available to them
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PROFESSIONAL MEMBERSHIPS

Ordre des ingénieurs du Québec

Institute of Electrical and Electronic Engineers IEEE –

Canadian National Institute of Power Engineers IPE -

References available upon request