

# CHAD ALLAN THERRIEN

*Programmer / Analyst*

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## Objective:

To be a part of a team of application developers, in the role as supervisor or manager, helping to maximize the success of the project.

## Professional Profile:

### Management Skills

Team Leader – Led team of technical support agents to drive customer service.

Pioneer – Developed ideas and tools for company-wide implementation.

Recognized Fast Learner – Mastery of skills led to rapid ascension of ranks.

### Programming Skills

Project Leader – Successfully led project to production release.

Developer – Multi-platform skills using all popular languages.

Designer – Use of newest tools and methodologies in system design.

## Technical Portfolio

<http://www.icircuit.net>

⇒ Personal website highlighting skills and areas of expertise.

## Education

Thompson Rivers University – Kamloops, BC Canada

Bachelor of Technology in Applied Computing Science (BTACS) – Graduated April 2006.

Computer Science Degree with concentration on Software Engineering.

⇒ Java, C++ and Microsoft Visual Studio .NET platform.

⇒ Scripting technologies including JavaScript, VBScript and PHP.

⇒ JSP and ASP integration with database functionality.

⇒ Implementation of complex applications on portable and embedded systems.

Computer Systems Technician (CTEC) – Graduated August 1994.

Computer hardware Diploma with concentration on Personal Computer systems.

⇒ Assembly and management of computer hardware and networking devices.

⇒ Business application of Personal Computing maintenance standards and practices.

## Certification

⇒ The Computing Technology Industry Association (CompTIA) A+ (1998)

## Experience

Convergys Customer Management, Kamloops, BC (2001-2005)

*Manager*

⇒ Team-lead for a major Personal Computer company's Tier 3 customer support.

⇒ Managed contract performance by developing Excel tools to monitor metrics.

⇒ Trained and led customer support agents from new-hire to veteran ability.

Major accomplishments: I mastered three contracts, ascending to manager on all three contracts. While on a sales-oriented contract, I drove both sales offer rate and sales closure rate to more than 100% improvement. While managing customer service contracts, I helped to drive customer service scores to achieve highest scores ever awarded by client.

Experience (*Continued*)

University of California, Davis (UCDavis), Davis, California (1999-2001)

*Network Analyst*

- ⇒ Implemented advanced network architecture to improve lab productivity.
- ⇒ Analyzed security needs and implemented new security measures for data integrity.
- ⇒ Handled user needs on daily basis.

*Major accomplishments:* I independently analyzed data needs and data traffic to develop and implement a new network infrastructure that improved efficiency by over 300%. I designed and built custom servers with multiple redundancy performance optimizations. I organized a major workstation overhaul performing seamless data migration.

Absolute Computing Services, Kamloops, BC (1996-1999)

*Owner/Operator*

- ⇒ On-site networking and hardware support for local businesses and individuals.
- ⇒ Successful self-promotion of both technical and business skills.
- ⇒ Built customer loyalty based on service that long outlived the business.

*Major accomplishments:* I helped a medium sized business move into a modern office infrastructure by maximizing their technology investments. I also provided fast and effective solutions to businesses by giving them the advantage of an "on-site" technician without the usual associated costs.

Intech Computer Support Services, Kamloops, BC (1995 and 1999)

*Computer Technician*

- ⇒ On-site technician for personal and business computing systems.
- ⇒ Designed network architectures and performed large scale installations.
- ⇒ Traveled throughout area providing 24x7x365 point-of-sale support to many retailers.

*Major accomplishments:* I maintained computers and network systems, receiving many accolades from customers for providing excellent service. I was also highly responsible for performing maintenance on point-of-sale systems which were often undocumented and required the use of my analysis skills, resulting in a 96.7% first-time-fix rate.

London Drugs Computer Department, Kamloops, BC (1990-1994 and 1997-1999)

*Computer Technician*

- ⇒ Established standards and practices for new "Computer Technician" position.
- ⇒ Provided customer support through upgrading and maintenance of personal computers.
- ⇒ Operated point-of-sale systems and assisted computer sales staff.

*Major accomplishments:* I was instrumental in establishing London Drugs as a reputable name for computer service and support, which increased revenue for technical support by 500%. I also helped develop relationships with hardware manufacturers which allowed for increased revenue through warranty support agreements.

References

Available upon request.