

# Ian Wheeler

## **Programmer analyst**

Ottawa, ON

[duomillia@gmail.com](mailto:duomillia@gmail.com)

6133328383

Programmer Analyst with experience in Java / JavaScript / JSF

## Work Experience

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### **Technical Support Representative**

ADT Security Services - Ottawa, ON

May 2018 to Present

At ADT, I assist customers across Canada with various issues relating to their home and commercial alarm systems, troubleshooting problems relating to the operation of the system, malfunctions such as false alarms, and communications issues.

### **Vehicle Inspector**

Vascor Logistics - Vaughan, ON

November 2017 to May 2018

I examined motor vehicles after they were removed from their shipping containers (trains and trucks) to document, measure, and photograph damages such as scratches, dents, and breakages.

### **Telephone Sales Representative**

Franchise Owners of Ottawa Ltd - Ottawa, ON

May 2017 to August 2017

I was answering the phones at Pizza Pizza's order processing centre, taking details of customer orders and entering them into our ordering system. I was also responsible for level two customer service, hearing service complaints and product issues and determining the best resolution. All this often means liaising with local stores.

### **Marker**

Bishop's University - Sherbrooke, QC

January 2017 to April 2017

I was a marker for CS216 System Programming Languages. I evaluated assignment code in assembly and C for correctness, proper commenting and adherence to the assignment specification - plus a small amount of guidance for students.

### **Technical Support Advisor**

SherWeb Inc - Sherbrooke, QC

May 2016 to August 2016

Provided telephone technical support for customers with issues relating to subscriptions, installation (including basic underlying network configuration), and use of the company's cloud software product.

### **Consultant - programmer/analyst**

CGI Inc - Sherbrooke, QC  
January 2013 to May 2015

I worked on various e-commerce projects, in the code behind the scene analyzing code (HTML, Java, JSF) to address issues like bug fixes, bug hunts, new feature implementation, and testing. I participated in development and implementation of code using various object oriented design patterns (such as n-layer, factory, pool) and contributed to AGILE development process during daily SCRUM meeting.

### **Volunteer**

mekaro.ca - Sherbrooke, QC  
2013 to 2013

I designed, implemented and maintained the website for the 2014 MEKARO Esperanto annual conference.

### **Programmer/analyst intern**

Penté Group - Montréal, QC  
July 2012 to October 2012

I worked with the websites of Pente Group's clients to analyze PHP, JavaScript and HTML to make modifications and updates. I developed web interface to interact with and test server-side Ajax web-services, and provided feedback on errors found. I also studied Objective-C/iOS mobile app development.

### **Customer Service Representative**

Books and Music/Chapters - Montréal, QC  
September 2005 to October 2008

I was a customer service representative providing customer service as a cashier and on the sales floor. I processed customer returns, merchandised products according to planograms and shelving standards and conducted cycle count inventory. I was also responsible for promoting and selling 'iRewards' card memberships.

## Education

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### **Computer Science / Japanese**

Bishop's University (hiatus) - Sherbrooke, QC  
May 2015 to May 2017

### **AEC in Programmer/Analyst**

Herzing College - Montréal, QC  
2011 to 2012

Concordia University - Montréal, QC  
2007 to 2011

### **- in Miscellaneous Courses**

Beijing Foreign Studies University - Beijing  
April 2009 to June 2009

### **Bachelor of Arts in Linguistics**

University of Ottawa - Ottawa, ON

2001 to 2004

## Skills

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databases (1 year), design patterns (1 year), HTML (1 year), Java (1 year), SQL (1 year), SQL

## Links

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<http://duomillia.ca>

<http://ianwheeler.ca>

## Additional Information

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Skills:

Technology -

Two years experience with Java + HTML/CSS/JavaScript/SQL + JavaServerPages using design patterns, Object Oriented Programming, and Relational Databases.

Working with and managing Linux, Windows and MacOS systems.

Using PHP to write server side code