

Ian Wheeler

Programmer analyst

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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

Work Experience

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 nlayer, 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

Computer Science / Japanese

Bishop's University (partially complete) - 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

Bachelor of Arts in Linguistics

University of Ottawa - Ottawa, ON

2001 to 2004

Miscellaneous Course Work

Beijing Foreign Studies University

2007

Links

<http://duomillia.ca>

<http://ianwheeler.ca>