

**Derek Smith**  
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## **Objective**

Obtain employment that will allow me to grow professionally, personally and continue education.

## **Education**

Trios College  
2000 - 2001

Worked with Windows 2000 and Mixed Mode Networks, received Network Specialist Honors diploma and also achieved Microsoft Certified Professional and CompTIA A+ and Network+ Certifications and continue to work toward Microsoft Certified Systems Administrator.

## **Profile**

Good collaboration, communication and organizational skills, resourceful, analytical and motivated, also learn and work well independently.

## **Employment**

Sears Canada, Burlington Ontario  
Customer Service Associate, September 2004 - Present  
Help customers, take inventory, organize displays, fixtures and stock.

Protocol Contact Center, Hamilton Ontario  
Customer Care Representative, August 2003 – October 2004  
Work as a Customer Care Representative, speaking to clients on behalf of Discover Card and Fleet Bank, also raised funds for the Democratic Senatorial Campaign Committee.

Smitty's Family Restaurant, Burlington Ontario  
Line Cook, April 2003 - March 2004  
Line cook in a fast paced environment making breakfast, responsible for lunch and dinner menu as well.

Dairy Queen Orange Julius, Burlington Ontario  
Shift supervisor, September 2001 - June 2002, April 2003 - July 2003  
Made DQ treats and Julius drinks served customers and helped maintain store. In 2003 helped new owners get comfortable running their store.

Spherion Workforce Architects, Hamilton Ontario  
August 2002 - November 2002  
Various placements included Patheon Pharmaceuticals Inc. and SER Event Solutions.

Mrs. Vanelli's Italian foods, Burlington Ontario  
Pizza maker, September 2001 - July 2002  
Made dough, dressed and cooked pizzas, made pasta, salads and helped ensure smooth operation of restaurant.

## **Volunteer**

Computers for schools Computer Build a Thon September 2000

Bitnet IT job fair September 2000

Senior Activation and Maintenance (SAM) Program May 1999 - May 2000