

Experienced IT Professional Is Ready To Work For You!

Stakeholder focused IT Support results in more productivity, happier users and an increased bottom line.

Robert brings experience, training and skill to your organization and always with an eye to the end user, to mentoring others and the interests of the company.



Robert's Background

Robert has background and experience in several disciplines and industries.

He has worked for years in the IT support, system administration field and has also become very proficient in office services with a minor in office administration. Very comfortable in an office environment, Robert always finds the niche that allows him to serve the user population ways that more productive and happier.

As a project manager, event manager and volunteer leader and trainer, Robert has learned the value of passing on knowledge and helping others to be all that they can be. Robert often becomes the "Go To" person in the office for tasks that are unfamiliar to others. He loves to solve puzzles and create solutions that really work.

Robert has also worked in the entertainment field as a very successful mobile DJ, specializing in weddings and building relationships with couples all over the GTA. He has spent some time in the movie and television production industry as well.

When You Hire Robert, He Brings Everything He Has

When Robert comes to work for you, he brings all of his training, skill and accumulated experience.

**IT Support; Project Management
Software & Hardware Knowledge
User Administration; Office
Administration
Customer Awareness & Relationship
Management
Customer Service;
Training Development & Delivery**

On top of that, Robert is a Life Long Learner with a positive and "Can Do" Attitude. He is Friendly and Outgoing and always willing to do whatever it takes to get the job done.

Robert is also a very active volunteer and believes that it is very important to give back to the community.

Looking forward to meeting with you to discuss your needs.

Robert W. Walker, PMP

Brantford, Ontario

C: 519-755-2638

Robert@RWalker.ca

<http://www.rwalker.ca>

Robert W. Walker, PMP

193 Paris Road, Brantford, Ontario N3R 1J2

519-755-2638

Robert@rwalker.ca

Experienced and skilled communicator with a focus on serving customers, learning, teaching, mentoring and striving for excellence.

SUMMARY OF SKILLS

- PMP (Project Management) certified since 2007 with an emphasis on team leadership and IT projects.
- Highly skilled in Microsoft Office – 30 years of experience in the IT application support and system administration, most recently for a Toronto law firm.
- Managed and maintained all forms of office, professional sound, home computing and office equipment including user support and repair contract maintenance.
- Experienced, multi-faceted customer service specialist.
- Led projects and teams for international convention, weekend seminars, meetings and training workshops of a volunteer community-service organization.
- Professional outlook with a strong and loyal work ethic.

PERTINENT EMPLOYMENT HISTORY

Shearman & Sterling LLP, Toronto Ontario

2001 – 2011

Technical Lead (Toronto), Project Manager, System Administrator, Application Support Specialist

- Maintained office equipment including servers, personal computers, Blackberries, printers and performed user administration on most systems.
- Liaised with head office in New York to coordinate services and information flow.
- Managed IT based projects including the upgrade of the cost collection system in international offices and local system upgrades.
- Worked face to face with the local user population to manage equipment and software issues, solve problems and maintain an environment of productivity.
- Maintained relationships with all vendors, service firms and suppliers.
- Managed department budgets and expenses.
- Worked with local office manager and New York department manager on special assignments.

LANSource/3COM Canada, Toronto, Ontario

1995 – 2001

Technical Support Rep. (Level III), Assistant Supervisor

- Provided technical assistance to outside users, other technicians and internal testing department with our software product – an enterprise/server based fax software package developed in house.
- Developed and deployed an FAQ system for internal use to streamline the information that junior techs were offering to clients and to keep internal stakeholders up-to-date.
- Trained new hires.
- Tested various hardware configurations; most notably, the 3COM EdgeServer for optimum use with our product.
- Served as Supervisor when our team supervisor was away from the office.

OTHER EMPLOYMENT HISTORY

APAC, Brantford, Ontario	2015 – Present
---------------------------------	-----------------------

Customer Service & Phone Sales Rep.

- Fielded incoming customer calls for home HVAC equipment.
- Booked service calls for customers.
- Upsold customers to monthly maintenance and equipment repair plans.

Easyhome, Brantford, Ontario (Store 676)	2014 – 2015
---	--------------------

Leasing & Delivery Specialist

- Assisted customers with leasing agreement, furniture & electronic choices and credit applications.
- Delivered furniture, appliances and electronics to customers' homes. Assembled same and instructed customers as to operation, care and use of the above.
- Maintained vehicles including daily and weekly inspections.
- Maintained customer and store computer equipment including security software, O/S upgrades and responding to customer issues.

Kelly Services, Brantford, Ontario	2013 – 2014
---	--------------------

Light Industrial; Packaging and Display Specialist

- Assignments in and around Brantford, specifically Ferrero, Pintys, Western Waffles and Rawlings.
- Specialized in packaging and display finishing.
- Worked on several automated industrial and packaging lines in various capacities.

Learn 42 Enterprises, Toronto Ontario	2012 – 2013
--	--------------------

Public Speaker, Trainer, Training Development and Business Development

- Spoke to various groups in a motivational and training workshop capacity using self-developed material.
- Developed training workshops for businesses including "Making Happy Customers" and "How to Gain Credibility, Respect and Attention in the First 5 Minutes of a Public Speech"
- Short-term project work for Toronto and New York based companies.

VOLUNTEER EXPERIENCE

I have a long volunteering history for many organizations and capacities including running as a candidate for Toronto City Council in 2010, managing my own campaign and finishing 2nd of 7 candidates.

I was a leader and a trainer in a volunteer training organization for many years running workshops teaching life skills, leadership, event management and managing the team a weekend experiential workshop. I was a member of local and international leadership teams for the organization.

I have participated in the TTC Stuff The Bus campaign for several years, in support of the Canadian Centre for Abuse Awareness. Assisted with promotion and entertainment on the day, working with the team from the Q107 morning show.

EDUCATION & CERTIFICATIONS**PMP (Project Management Professional) Certified since 2007**

Ryerson University	<i>Project Management Certificate</i>	2007
St. Francis Xavier University	Adult Education Certificate	2012
Training Business Pros	Train the Trainer Certificate	2012
Training Business Pros	Internet Marketing & Mastery Certificate	2012