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| 93 Giles Drive Bedford NS B4B 1B9 | **William Matheson**  [me@willmatheson.com](mailto:me@willmatheson.com)  E-Portfolio: [willmatheson.com/portfolio](http://www.willmatheson.com/portfolio) | Home: (902)-835-9235  Mobile: (902)-877-9455 |

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| **Objective** | To apply my technical and customer service skills to further my experience, build expertise, and eke out an income. I am a graduate of the Information Technology program at NSCC, where I concentrated in Programming. | |
| **Education** | |  |  |  |  | | --- | --- | --- | --- | | Diploma with Honours in Information Technology **(Programming)**  *Nova Scotia Community College*  *Institute of Technology Campus, Halifax, NS*  Certificate of Honours Equivalency in Arts **(English)** | | Sept 2011 – June 2013  Sept 2006 – May 2007 | | | Bachelor of Arts Degree **(English, Creative Writing)** | | Sept 2000 – May 2004 | | | *Saint Mary’s University, Halifax, NS* |  | | | |
| **Skills** | |  | | --- | | Technical:   * Programming: C#, C++, Java, Ruby, PHP, Android, VB.NET * Database: MySQL (PHP, JSF, Ruby on Rails), SQL Server (.NET, PHP) * Web: Ruby on Rails, PHP, HTML, CSS, implementation of JavaScript / jQuery * Support: IAM, Internet, cable, digital cable, telephony, networking, hardware   Academia: Research skills, teaching assistance, tutoring  Education: Planning and preparation, classroom management, special events, public demonstrations, intercultural communication  Other:   * Science: Astronomy, calculus, chemistry, physics, computer science (achieved six or more credit hours in each) * Acting: Seven productions – six with Saint Mary’s University Drama Society, one at Université Sainte-Anne * Screencasting, photography | | |
| **Career-related Experience** | |  |  | | --- | --- | | **Technical Support Engineer** | May - August 2015 | | Ping Identity - Halifax, NS   * Provided support for Ping’s Identity and Access Management solutions via telephone, e-mail, and web conference * Learned and demonstrated ability with administering on-premise and on-demand software * Composed suggestions for improving processes, participated in product testing | | | **Data Collection Assistant** | December 2014 - April 2015 | | Community Health & Epidemiology, Dalhousie University - Halifax, NS   * Counted vehicles and driver demographics at various intersections in Halifax * Observed incidences of a particular behaviour for an ongoing traffic study * Endured the elements for science | | | |
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| **Career-related Experience (**cont'd**)** | | |  |  | | --- | --- | | **Web Programming Intern** | May – June 2013 | | Teq Mod - Halifax, NS   * Drove the back-end development of a Ruby on Rails web application * Coached teammates in various development and deployment techniques * Became project manager; determined and assigned tasks, set priorities * Composed specifications, use cases, and back-end documentation | | | **Community Access Program (CAP) Site Intern** | June – July 2011 | | Bibliothèque Sénateur Ambroise H. Comeau Memorial - Meteghan, NS     * Assisted library patrons and community members in the use of the library’s technical resources * Developed French communication skills as part of the *Langues et Travail* (Languages at Work) program * Composed inventories, charts, and technical instructions * Learned the organization of library resources, assisted with fronting and re-shelving | | | **Technical Support Service Representative** | January – May 2011 | | Advantage Communications - Charlottetown, PEI and Souris, PEI   * Answered front-line technical support calls on behalf of Eastlink * Assisted customers subscribing to internet, telephone, and television services * Provided consistent, thorough technical support and friendly customer service * Succeeded in being a dependable team player | |  |  |  | | --- | --- | | **Primary School Teaching Intern** | January – December 2008 | | Seiko Gakuen - Ojin-cho, Tokushima-shi,  Tokushima-ken (Shikoku), Japan   * Taught English and other subjects in the medium of English (science, math, art) in a private, bilingual grade school * Managed extra-curricular activities including speech contests and plays * Adapted successfully to local and office culture. Performed teaching demonstrations for parents and the general public. Worked under pressure. Developed critical time management skills * Worked with students of all English abilities from first grade through ninth | |  |  |  | | --- | --- | | **Customer Service Representative** | April – July 2006 | | Teletech Holdings, Inc. - Halifax, NS   * Managed Customer Care calls on behalf of Sprint/Nextel * Empowered and assisted thousands of customers: answered billing enquiries, troubleshooted cellular equipment, processed service plan changes – consistently achieving first call resolution * Provided professional level of communication; commended particularly for dedication and resourcefulness | | |
| **Career-related Experience (**cont'd**)** | | |  |  | | --- | --- | | **IT Exchange Participant** | July 2005 – January 2006 | | Canada Corps / ICT4 Governance - Ostroh, Ukraine   * Worked in the English Language Resource Centre of the National University of Ostroh Academy cataloging books for a new inventory system * Taught English classes at NUOA * As a first-of-its-kind project, composed frequent updates and reports and kept our Canadian coordinators up-to-date | | | **IT Exchange Participant** | August 2004 – March 2005 | | Canada World Youth / NetCorps Exchange - Grande Prairie, AB / Płużnica, Poland   * Organized IT, language and cultural seminars for fellow participants * In Alberta, created websites for the Cool Aid Society of Grande Prairie and Society for Support to Pregnant and Parenting Teens * In Poland, assisted the English teachers at two public schools in Lisewo | | | **Remote Key Operator** | April – August 2004 | | Symcor Services, Inc. - Halifax, NS   * Processed payment information on behalf of corporate clients large and small * Developed ability to key rapidly and accurately for extended periods and became familiar with a wide variety of processing rules and procedures | | |

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| **Volunteer Experience** | |  |  | | --- | --- | | **Committee Member** | 2000 – 2004 | | Bedford Watershed Advisory Board - Bedford, NS | | | **Patient Care, Patient Mobile Library** | 2002 – 2003 | | Victoria General Site, QEII Health Sciences Centre - Halifax, NS | | | **Frosh Leader** | 2001 – 2003 | | Saint Mary’s University - Halifax, NS |  | | **Conversation Partner** | 2003-04, 2009, 2012 | | TESL Centre, Saint Mary’s University - Halifax, NS  EAP Program, Nova Scotia Community College - Halifax, NS | | |
| **Awards and Scholarships** | |  |  | | --- | --- | | Governor General’s Academic Medal  (*Highest academic standing at NSCC IT campus*) | 2013 | | Canadian Information Processing Society Award | 2012-13 | | Farm Mutual Foundation Scholarship | 2006-07, 09-10, 10-11, 11-12, 12-13 | | Dean’s List, Saint Mary’s University | 2002-03, 2003-04 | | Film Club Award, Charles P. Allen High School | 1999-00 | |