

Trevor Heshka

250.739.1182 | yardplots@gmail.com | Nanaimo, BC | www.linkedin.com/in/trevorheshka

Summary of Qualifications

- 20+ years of experience providing customer support in different industries such as IT support and retail
- Highly skilled in troubleshooting, repairing, and upgrading: software, hardware, operating systems, and mobile devices with an interest in new technologies including cybersecurity
- Demonstrated ability to provide satisfactory solutions to clients with excellent problem-solving skills developed through years of customer support experience and community engagement events
- Strong written and verbal communication skills with a proven track record of responding to needs efficiently by answering 40+ phone calls per day

Technical Skills

Operating Systems:

Windows, Android, iOS, Mac OS, Linux

Applications & Tools:

Microsoft Office 365, Adobe Reader

Tools:

VMware, Google Workspace, Packet Tracer, Splunk

Project Management Fundamentals:

Agile, Waterfall, Scrum

Languages:

HTML, CSS, entry level JavaScript, Python

Education & Certifications

Google IT Support Professional Certificate

Ongoing 2024

Google Career Essentials in Generative AI

Sep 2024

Google Cybersecurity Certificate

June - Sep 2024

Cisco Packet Tracer

Sep 2024

Junior IT Analyst Program

Sep 2024 – Dec 2024

NPower Canada | Toronto, ON

14-week intensive online class training on the fundamentals of computer technology, and project management essentials.

- Configure device operating systems including Windows and Linux, while configuring disk partitions and filesystems
- Troubleshoot and problem-solve core service and support challenges while applying best practices for documentation, change management, and scripting
- Support basic IT infrastructure and networking, including DNS and DHCP, applying standard protocols with TCP/IP communications
- Configure and support PC, Mobile and IoT device hardware
- Manage an organization's computers and users using Directory Services, Active Directory, and OpenLDAP
- Develop a complete understanding of the Agile project management lifecycle, key techniques and deliverables

Accounting

VIU | Nanaimo, BC

incomplete

Saskatchewan Secondary School Diploma – Valedictorian

Canora Composite School | Canora, Saskatchewan

June 1995

Work Experience

Landscaper – Owner - Operator

Mar 2011 – Jul 2019

Yard Plots Landscaping | Nanaimo, BC

- Demonstrates knowledge of plants, their care, and seasonal needs
- Proficiency in using various landscaping tools and machinery, such as mowers, trimmers, and blowers while repairing required tools and running the company website
- Design ability to conceptualize and execute landscape designs, considering factors like plant selection, layout, and maintenance
- Developing strategies to attract and retain clients while handling budgeting, pricing, accounting, hiring, training, supervising employees and addressing challenges related to weather, equipment, or client satisfaction

Technical Support Analyst

Jun 2006 – Mar 2011

Shaw Cable Communications | Nanaimo, BC

- Troubleshoots and solves IT issues that occur on the Shaw Cable network and worked with clients on their Windows and Mac network devices and hardware to ensure internet connectivity
- Effectively works on multiple level 1 and 2 service tickets simultaneously through different mediums of communication, prioritizing the issues based on the severity
- Supported cable TV, digital TV boxes and worked with telephone support software to repair digital phone challenges

Technical Support, Quality Coach, Supervisor

Sep 2003 - Jun 2006

RMH / NCO Group | Nanaimo, BC

- Communicated with clients supporting their dial up networking stack and MSN client software
- Provided phone agents quality coaching to ensure ongoing client satisfaction by teaching agents how to best interact with clients as well as providing technical knowledge to resolve client's issues
- Effectively used call recording software to listen to agents calls to ensure quality of client needs
- Supervised a team of up to 20 agents to the specifications of Microsoft for their clients

Technical Support Agent

Sep 1998 – Sep 2000

Videon Cable (Shaw) | Nanaimo, BC

- Communicated with clients supporting their broadband networking stack, docsis cable modems and the cable internet network through knowledge of network concepts, protocols (TCP/IP, HTTP, UDP, OSI, POP3, IMAP), and troubleshooting techniques
- Provided phone support troubleshooting 3rd party POP3 and IMAP email clients, testing mail server and internet connectivity

Volunteer Experience

Parks and Recreation committee

Sep 2017 – Sep 2019

City of Nanaimo | Nanaimo, BC

- Bi-Weekly committee meetings on a board of 11 people where we collaborated as a team to approve or deny city parks projects as well as submitted plans for city council's approval process