
JOHN STEPHENSON

E-mail address: jmdsdf@gmail.com

216 Conacher Dr
Kingston, ON K7K 2X2
+1 (613) 549-5428

CUSTOMER SERVICE AND SALES

- Inbound, chat and email customer care representative for T-Mobile US.
- Technical Support and Resource Specialist for Nikon USA.
- Handled billing inquiries, equipment troubleshooting and up-selling products and features.
- Able to actively listen with customers, restate concerns and present easy-to-understand solutions
- Skilled to deescalate irate customers and delight customers as floor support.
- Performed one-on-one training and classroom support to teach skills to new hires and veteran agents.

COMPUTER EXPERTISE

- Wrote an all-in-one memo generator, messaging, automation and templates application from scratch in spare time between calls. The application is approximately 20,000 lines of mostly jQuery-based code. It has been used by thousands of T-Mobile chat, email and inbound employees who have passed through StarTek since 2009. Received StarTek employee of the month and Brand Warrior award for its development.
- Maintained a 100% quality with Nikon for over a year delivering technical support for their cameras and scanners. Received StarTek employee of the month in recognition in October 2008.
- Selected to travel to New York to represent Nikon USA at Photo Plus Expo trade show in October 2008.
- As a part of the Intranet Team at Nikon, wrote jQuery-based Apache/MySQL/PHP applications to efficiently manage customer inquiries, facilitate communication between agents, and test new Tech Support applicants.
- Worked as a part of a team administering our Windows Server for the Nikon Intranet, worked on small projects on Sharepoint (metrics and bonus calculators).
- Proficient with Microsoft Office Outlook, Excel and Word.
- Exceptional keyboarding skills, last officially timed at Startek at over 70 wpm.
- Familiar with Windows, Mac and Linux troubleshooting.
- Tutored first year computer programming & statistics (for Engineers & Nurses), and grade 10 math
- Leader of top ranked team in provincial computer programming competition in 1997.
- Honorable Mention in the Waterloo National Computer Competition in 1997 and 1998.
- Have been active in Ubuntu community with open-source contributions (mostly in Python).

CHEMISTRY AND ENGINEERING SKILLS

- Possess an accredited chemistry and engineering degree.
- Thesis prepared on organic chemistry (directed ortho metalation of naphthalene compounds).
- Research presented at undergraduate chemistry conference at Trent University.

ACADEMIC EDUCATION

B.Sc. (Honors in Eng. Chem.)
High School Diploma (Honors)

Queen's University
K.C.V.I.

Spring 2004
Spring 1998

TRAINING

Driver's Education Certificate
CPR-A Certificate
WHIMIS Certificate

Excel Driving School
Queen's University
Queen's University

Summer 2004
Spring 2004
Fall 2003

EMPLOYMENT HISTORY

Business Care (email/inbound),
Web Correspondence, Technical
Support, Resource Team, Number
Transfer Center, Activations

StarTek Canada, Ltd.

Summer 2004 to Present