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| 93 Giles DriveBedford NS B4B 1B9 | **William Matheson**me@willmatheson.comE-Portfolio: [willmatheson.com/portfolio](http://www.willmatheson.com/portfolio) | Home: (902)-835-9235Mobile: (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** |

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| 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 2013Sept 2006 – May 2007 |
| Bachelor of Arts Degree **(English, Creative Writing)** | Sept 2000 – May 2004 |
|  *Saint Mary’s University, Halifax, NS* |  |

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| **Skills** |

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| 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, tutoringEducation: Planning and preparation, classroom management, special events,public demonstrations, intercultural communicationOther:* 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
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| **Career-relatedExperience** |

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| **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**)** |

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| **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
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| **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
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| **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
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| **Career-related Experience (**cont'd**)** |

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| **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** |

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| **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, NSEAP Program, Nova Scotia Community College - Halifax, NS |

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| **Awards and Scholarships** |

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| 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 |

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