**Cédric Louis**

1373 rue du Relais

Laval (Québec) H7Y 1Z7

Tel.: (438) 825-1578

E-mail: cedric\_louis\_@hotmail.com

**Languages**: English, French, Creole ( Haiti ).

**Qualifications**:

• Intensive training in repairing technical problems related to computers, operating systems and software.

 • Efficient at installing operating systems, software and anti-virus.

 • Capable of assembling & optimizing computers.

 • Software: Word, Excel, Access.

 • Up-to-date in new technological developments.

 • Knowledge of all customer service procedures.

**Education:**

2015 – Till now **College LaSalle** (Montreal, Quebec)

 Gestion de Commerces

2013 –2015 **Sir Wilfrid Laurier School Board** (Laval, Quebec)

 Computing Support Program

 *Diploma of Vocational Studies (DEP)*

2010-2013 **Louis Riel High School (**Montreal, Quebec)

 *High School Diploma obtained*

***Cedric Louis (438) 8251578 page 2***

**Work Experience:**

08 / 2015 – Till now Revenu Quebec (Part Time)

 • Desk Agent

 • Takes payment

 • Assist Clients

 • Receptionist

05/ 2014 –08 /2014 MSC - Computer Hardware Provider

Montreal, Quebec

**Repair Technician**

 • Built networking boards for Dollarama.

 • Contract for 3 months

03/2014 – 04/2014 Top Laptops (120 hour internship)

 Montreal, Quebec

 **Computer Technician**

 • Repaired Computer screens

 • Removed Viruses

 • Added/Removed memories

 • Installed Windows/Linux

 • Built computers

08/2012 –01/ 2013 NCO

Montreal, Quebec

 **Collection Agent**

 • Provide excellence in customer service by exceeding their needs

 • Made payments arrangement with clients

 • Responded to inbound/outbound calls

**Extra-curricular Activities:**

 • Louis-Riel High School

Basketball Player – Defense

***References available upon request.***