**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*

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**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.***