

MIKE DIVELL

Victoria, BC Canada
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EDUCATION

Physics & Astronomy University of Victoria	Sep 2008 – Present
Physics Camosun College Dean's honour roll for Fall and Spring semesters.	Sep 2007 – Apr 2008
High school – enhanced program Lorne Park S.S. Graduated 2001 with honours. Received award for eight consecutive semesters on the honour roll.	Sep 1997 – Jun 2001

CERTIFICATIONS

A+ Certified Computer Hardware Technician

AWARDS

John Locke Malkin Entrance Scholarship <i>Awarded for high academic achievement.</i>	2008
Camosun College Physics Department Scholarship <i>Awarded to one first-year physics student.</i>	2008
Camosun College <i>Dean's honour roll for Fall and Spring semesters.</i>	2007

SKILLS

- Well versed in MS Office 2000/2003/XP, Windows 95/98/2000/XP/Vista, Linux (Redhat & Ubuntu), Macromedia Dreamweaver, Adobe Photoshop & Illustrator, Drupal, QuickTax, HTML and PHP
- Experience with mechanical, electrical and cooling systems – able to diagnose and troubleshoot many common problems.

WORK EXPERIENCE

Helpdesk analyst Sep 2006 – Present
Royal Roads University

Responsibilities:

- Diagnose and repair technical problems for university staff and students.
- Record and catalogue all inquiries into a database using customer tracking software.
- Coordinate with other departments to provide high quality technical support.

Accomplishments:

- Consistently received positive feedback from customers.

Mechanical assistant Oct 2005 – Aug 2006
Hino Truck Centre Fraser Valley

Responsibilities:

- Assist truck sales staff and mechanics with daily duties in busy mechanic shop.
- Deliver light-duty trucks from various North American locations to head office.

Accomplishments:

- Diagnosed and resolved problems in mechanical, electrical and cooling systems in diesel engines.
- Safely delivered many used vehicles without a breakdown.

Technical Support Jan 2003 – Sep 2005
King-o-Matic Industries

Responsibilities:

- Provide technical support for workstation problems, email, Internet connectivity, printers, faxes and copiers across eight branch locations.
- Maintain parts databases of 60,000 entries for five product lines.

Accomplishments:

- Co-produced new catalogue including four years of new vehicle information.

VOLUNTEER EXPERIENCE

Director – community gardens Dec 2008 – Present
Camosun Community Association

Responsibilities:

- Develop the neighbourhood's community garden project.

Web design and technical support Feb 2008 – Present
Sierra Club of BC

Responsibilities:

- Supported the Sierra Club in researching new technology and training staff.

Accomplishments:

- Co-authored network server backup procedures.
- Created and designed a community feedback page.