

Jason Louth

*Instructor at triOS College Business
Technology Healthcare*

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Knowledge, along with a high level of drive, have pushed me through a path of constant successes, consistently achieving high satisfaction rates and improving on my skills base.

I have been through various roles of leadership, always striving to be a model employee, and making myself available to those around me and assuring I have a positive impact, while leaving my mark.

Experience

triOS College Business Technology Healthcare

JUNE 2015 - PRESENT (1 YEAR
10 MONTHS)

Instructor

Providing curriculum delivery, hands on instruction and theoretical instruction in the networking and technology program.

Assessing student's knowledge and providing an environment of learning conducive to students varying levels of ability.

Assuring students are comfortable and engaged by daily lessons while providing knowledge on a vast array of subjects and technologies.

ARC Systems

FEBRUARY 2012 - PRESENT (5
YEARS 2 MONTHS)

Technology Consultant and Lead Support Specialist

Assessing, diagnosing and troubleshooting networking, communications, desktop and printer issues for clients.

Consulting with clients and providing solutions for networking, communications and line of business technology.

Providing clients with system and network installation, migration and/or upgrades
Managing infrastructure, network and communication technologies for clients.

Reporting regularly on network and infrastructure integrity, security and stability and providing change documentation as required for upgrades and continuation of services.

triOS College

MAY 2011 - MARCH 2014 (2
YEARS 11 MONTHS)

Tutor

Diagnosing difficulties which may impede on a student's ability to fully comprehend core competencies within the Networking program, and aiding them in overcoming these difficulties.

Providing one on one learning sessions, lectures or developing hands on lessons to instill the skills required to succeed in the Networking program.

Northern Rockies Lodge

NOVEMBER 2011 - FEBRUARY
2012 (4 MONTHS)

Director of Marketing, IT and Social
Communications

Responsible for Network Administration and Maintenance, Website SEO, Front
Desk/Customer Service Management and daily monitoring of social media such as
Facebook, Twitter, Myspace and FlickrR.

Responsible for putting corporate websites within the top 5 listings on Google and
Bing on various specific and broad search terms, and taking the average site visitor
time from 30 seconds to 2.5 minutes and increasing package sales.

triOS College

MAY 2011 - SEPTEMBER 2011
(5 MONTHS)

Volunteer Teaching Assistant

Assisting with delivery of curriculum where needed Tutoring and assisting students
as needed

triOS College

JANUARY 2011 - SEPTEMBER
2011 (9 MONTHS)

Lead Network Technical Assistant

Offering support for the kitchener campus of TriOS college - Supporting hardware,
software and network connectivity issues.

Acting as the liaison between the IT staff and the staff/students as well as assisting
where needed with the day to day business of the campus.

Haiquan School

AUGUST 2007 - JUNE 2010 (2
YEARS 11 MONTHS)

Foreign Teaching Administrator

Prepared lessons, notes, taught oral English at various levels focussing on
improvement of grammar for both conversational use and exam preparation
Instilled critical as well as subjective thinking, cultural understanding and quickly
diagnosed difficulties which may impede students' ability to learn and comprehend
various concepts in English study.

Acted as the liaison between foreign teachers/school authorities to resolve issues
surrounding classroom teaching, discipline and lifestyles of foreign teachers which
includes - language/cultural barriers, translation, and difficulties in day to day life

Kang Jie Senior High School

AUGUST 2004 - AUGUST 2007
(3 YEARS 1 MONTH)

Foreign Teaching Leader

Trained/monitored foreign teachers for Kang Jie Senior/Junior Middle schools and
assisted with issues that arose both on personal and career levels.

Planned/prepared lessons for classes which included students of various English
levels, speaking abilities ranging from middle and high school level students
Listened, problem solved and assisted students in improving speaking, reading and
writing skills- both grammatically and colloquially correct English.

Tested/graded students during exam periods to assess their abilities and motivated
students to build their confidence to encourage English fluency.

Assisted with writing/creating voice recordings for Yuncheng County to be used for listening tests and exams.

Helped colleagues through one on one coaching as well as lecturing students/faculty in groups ranging from 20-200 within surrounding cities and counties

Homestore

JANUARY 2000 - SEPTEMBER
2001 (1 YEAR 9 MONTHS)

Technical Support/Sales Representative

Developed efficient/accurate data entry skills while speaking with clients in a fast paced pressurized call centre environment.

Maintained great customer service relationships as the primary contact for several medium to large sized corporate clients; working with specific account managers to handle "difficult" clients and successfully worked both independently and as a team member in a multifaceted environment.

Built an acute ability to use numerous computer applications simultaneously, with the capacity to adapt to various schedules Gained exceptional knowledge in recognizing, analyzing and solving problems, as well as developed a strong ability to multitask

Pizza Pizza Ltd

MARCH 1998 - JUNE 2000 (2
YEARS 4 MONTHS)

Technical Supervisor

Monitored SL1 phone switch/Unix based databases, order systems, as well as ISDN lines/Teltones to provide access to corporate networks for stores, employees and order takers Scheduled/supervised up to 25 customer service representatives, and supervised home order takers to ensure corporate quality standards were met on a consistent basis Handled escalated issues and compensated customers while keeping corporate values in mind

Skills & Expertise

Skilled Trainer, Documentation, Troubleshooting, Innovative Problem Solver, Intercultural Communication, Telephone Skills, Telephone Support, Creative Concept Development, Diplomacy, Microsoft Operating Systems, Servers, Virtualization, Social Media, Social Media Marketing, Drupal, Joomla, Wordpress, Public Speaking, Team Building, Team Motivator, Team Leadership, Cultural Awareness, Cultural Diversity, Software Documentation

Education

TriOS College - Kitchener Campus

2010 - 2011

Honours, Networking Specialist, Information Technology,

Graduated with honours, completing a well rounded course in technology and networking, including courses in Microsoft Client and Server operating systems, Active Directory, SQL, Exchange, Linux, Virtualization, Powershell Scripting.

TriOS College - Kitchener Campus

2012-2014

Honours, Enterprise, Mobile and Web Application Development

Graduated with honours, completing an 18 month course including subjects such as HTML, JavaScript, PHP, Sharepoint, Flash, Objective C, C++, C#, JQuery, Android and iPhone Development, .Net and Windows application development.

Volunteer Experience

Street Youth Outreach at Bridging the Gap, EXIT

JANUARY 1995 - JANUARY 1998

I worked in office as a peer counsellor as well as soliciting donations to aide in providing clothing and household furnishings and supplies for community start up. I also spent time with youth on the streets acting as a peer counsellor, and advise youth on the streets to the programs available to them.

Languages

Mandarin Chinese (Limited working proficiency), **English** (Native or bilingual proficiency)

Recommendations

Arlene Mahood

SEPT 2010 TO SEPT 2011

Managed Jason At triOS College

I heartily recommend Jason Louth as a candidate for a networking position. I was Jason's manager while he worked as a Network Technical Assistant (NTA) at the Kitchener Campus of triOS College from January 21 until my transfer to Mississauga in May 2011. Jason worked part time servicing our computer systems and network as well as proctoring exams and offering his help in any capacity needed. He ensured that emergency repairs were made and responded to our needs in a timely manner. He was patient and calm in the classroom, and his approach was always friendly with a good measure of humour, when appropriate. He was knowledgeable in all areas of the network and was highly respected by students and faculty alike. Jason always went the extra mile to ensure each task he completed was done thoroughly and well! Jason was organized and proved to be a dedicated NTA. He accomplished all tasks with professionalism, efficiency and initiative. His proactive approach to problem solving saved us time and money. We were particularly pleased with the NTA Operations Manual he proposed and wrote. His attitude was always supportive and positive. I recommend Jason to you without reservation.

Shawn Simpson

SEPT 2010 TO SEPT 2011

Worked with Jason at triOS College

Jason has one of the friendliest dispositions I have encountered, and it works as a great asset for him as a campus NTA. He has a knack for solving technical issues, and a willingness to accept and complete any challenge he's presented with. Jason would be a great asset to any company who chooses to work with him.

Padraig Dever

2007-2010

Reported To Jason At Haiquan School

“I have had the good fortune and pleasure of working with Jason Louth when he employed me for my current employer. As one of the most prominent, experienced and hard working teachers in the school he was working for at the time, Jason excelled in managing and developing teachers and setting benchmarks for others to aspire to. His dedication, work ethic and problem solving made him a pleasure to work with, and he was a loss to the company when he moved home to finish his education. Jason has an excellent ability to solve problems across cultural boundaries, as well as the ability to adapt to any situation and quickly resolve issues with both parties being content with the resolution .”

Jeffrey Bachynski

2005-2008

Worked Directly With Jason At Kang Jie Senior High School

Jason has continuously gone the extra mile to ensure that his students received the best education. At one point a number students started an online forum to choose the best teacher, and because of his extra effort and attention to detail, even I fell a short second to him, and I am proud of it. He does a good job, not because he is told to, but because he he has the integrity to know it is the right thing to do. That is what separates him from the pack.

Eric Robinson

2000-2001

Managed Jason Indirectly At Homestore

It was my pleasure to work with Jason during my time at Homestore. He was adept and dealing with difficult clients while maintaining a professional demeanour. Jason demonstrated strong problem solving skills. He was also able adapt to the dynamic, changing work flow and to think on his feet. He is a reliable worker and great person to have around. His energy and enthusiasm were very much appreciated.

Dawnie Codina Langschmidt

2000-2001

Managed Jason Indirectly At Homestore

I had the pleasure of recruiting and working with Jason while at Homestore.com. Jason is a hard working, dedicated employee who remained committed to his team and the organization despite the change the organization was experiencing at the time. Jason's strengths are his relationship building skills and his ability to connect with both the clients and fellow staff of all levels in the organization. It was a pleasure working with you Jason and I wish you all the best in your journey.

Jason W. Eckert

2010-2011

Taught Jason At triOS College Kitchener Campus

Jason has the attitude, aptitude and desire to succeed in any endeavour. He is a pleasure to have in the classroom as well as a skilled Network Technical Assistant (NTA) outside of the classroom for the college. Everyone at the college (myself

included) describe him as enthusiastic, patient, professional and charismatic - traits that will make him an asset to any organization.

Arlene Mahood

Advised Jason At triOS College Kitchener Campus

I heartily recommend Jason Louth as a candidate for a networking position. I was actually Jason's manager while he worked as a Network Technical Assistant (NTA) at the Kitchener Campus of triOS College from January 21 until my transfer to Mississauga in May 2011. Jason worked part time servicing our computer systems and network as well as proctoring exams and offering his help in any capacity needed. He ensured that emergency repairs were made and responded to our needs in a timely manner. He was patient and calm in the classroom, and his approach was always friendly with a good measure of humour, when appropriate. He was knowledgeable in all areas of the network and was highly respected by students and faculty alike. Jason always went the extra mile to ensure each task he completed was done thoroughly and well! Jason was organized and proved to be a dedicated NTA. He accomplished all tasks with professionalism, efficiency and initiative. His proactive approach to problem solving saved us time and money. We were particularly pleased with the NTA Operations Manual he proposed and wrote. His attitude was always supportive and positive. I recommend Jason to you without reservation.
