

MEG RAM

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Objective

A project management position in information systems with Blogosphere.com.

Profile and Qualifications

- 4th year student completing a degree in Management Information Systems (MIS)
- Ontario College Advanced Diploma in Computer Engineering Technology – Computing Science
- Passionate about new information technologies and have a thorough understanding of the Microsoft operating system (emphasis on COM+ and ISS in a Windows server environment)
- Knowledge of Web architecture using Microsoft.NET Framework 4 & Oracle Developer Suite
- Strong oral and written communication skills in both English and French
- Demonstrated ability to work in a group environment and to provide mentoring to teammates
- Excellent customer relationship skills with the ability to manage expectations and resolve ambiguities

Education

Honours Bachelor of Commerce, with a specialization in Management Information Systems

Telfer School of Management, University of Ottawa, Ontario

year – present

- International Exchange Program
University College Dublin (UCD) *year*
- Key courses in e-business, programming paradigm, electronic commerce, business and technology forecasting, and business process redesign

Ontario College Advanced Diploma

Computer Engineering Technology – Computing Science
Algonquin College, Ottawa, Ontario

year

Technical Skills and Specialization

- Superior knowledge of the GNU/Linux operating system
- Advanced knowledge of HTML/XHTML, FTP, e-mails, DNS, MySQL
- Solid understanding of CMS (Drupal, Joomla, WP, among others)
- Strong knowledge of Web site hosting and Internet access
- Knowledge of Java/J2EE, WebLogic, Eclipse et JDeveloper
- Experience with SQL, SQR, Peopletools, Peoplecode, online query, Oracle Database and application engine

Work Experience

Computer Technician (part-time and summers)

year - present

The Wikiboutique, Ottawa, Ontario

- Providing superior customer service to a growing clientele (20% per year)
- Assisting over 350 clients in the daily use of their high-end technology products: configuring, tuning, up-grading systems and services, troubleshooting, installing and changing hard drives and RAM, providing one-on-one coaching on product and service use
- Managing, mentoring and coaching a team of 19 sales associates

Computer Site Administrator

year - present

Computer Laboratory, Telfer School of Management, Ottawa, Ontario

- Assessing user requirements for approximately 4000 people on an ongoing basis: computer hardware, peripherals, software, services and training
- Making recommendations to the management team in terms of high technology acquisitions for the Computer Laboratory as well as for user training based on needs assessments
- Ensuring site activities and services add value to the Telfer Experience, and applying best practices to improve the overall efficiency and quality of services offered
- Coaching and training students in the use of hardware, peripherals, software and services
- Preparing and presenting 20 workshops per semester on effective Internet research techniques, bibliographic search tools and databases, uoZone, APA Style Helper, Excel and PowerPoint
- Training and coaching 12 assistant computer technicians to configure and maintain equipment

Volunteer Experience

President

year - present

The Management Information Systems Association, Telfer School of Management

- Organizing events and activities linked to the MIS program for 200 members of the Association, attracting students in management as well as other faculties
- Representing the Association at local, provincial and national job fairs to promote Telfer students to potential employers
- Developing and maintaining a network of over 250 employers and stakeholders in the business and high technology sectors in order to organize and secure internships for our members

Awards and Achievements

- *Accenture* Scholarship, Telfer School of Management
- *Lixar I.T. Inc.* Scholarship, Telfer School of Management
- *Employee of the Month* - The Wikiboutique (month 20.., month 20.., month 20..)

year

year

Interests and Activities

Informatics: Web Video, ColdFusion, Flash, Illustrator

Reading: finance, business and high technology blogs and magazines

Sports: hockey, soccer, rock climbing

Travel: Europe, South America and Oceania

References

Available upon request