

Chris Powell

Delhi, ON | krispy@chrisjpowell.com | 226 993 0712 | www.chrisjpowell.com

Summary

Technical support and sales professional with 20+ years' experience in customer service, troubleshooting, and account management. Proven record of advancement and top sales performance and support expertise.

Experience

Senior Technical Support Advisor

Transcom International (Remote) | Aug 2020–Oct 2025

- Provide advanced support for mobile devices and troubleshoot connectivity issues.
- Mentor team members and serve as an escalation point for complex technical problems.

Business Development

Municipal World | Jul 2019–Mar 2020

- Grow online sales channels and manage logistics for business operations

Supervisor

A&W Restaurants | Nov 2018–Jul 2019

- Lead staff and oversee kitchen operations in hospitality settings

Customer Service & Marketing

VIP AutoPro | Apr 2015–Oct 2018

- Deliver customer service and digital marketing support for automotive and service departments
- Primary IT Support and Development across 4 Service Centres (introduced IP based Security and VoIP communications)

Service Concierge

Vicimus Ltd | June 2014–Apr 2015

- Serve as a concierge for service departments, supporting multiple automotive dealerships across distinct brands

Business Development Agent

SMT Plus | July 2013–May 2014

- Develop and implement sales processes and CRM solutions for the organization

Account Manager

Info-Tech Research | Sep 2008–May 2013

- Manage small and medium business (SMB) accounts and strive for top performance, aiming for awards and recognition

Technical Support

Teletech | 2005–2008

- Internet connectivity specialist, working on Supervisor Escalation Team and Premium Support for ISP services

Education

- **Google AI Essentials Certificate** (Coursera, 2026)
- **Microsoft IT Specialist Certificate** (Coursera, 2026)
- **Google IT Specialist Certificate** (Coursera, 2024)
- **Service Advisor I Certificate** (Centennial College, 2018)
- **Law & Security Administration Diploma** (Georgian College, 1995)

Skills

- Technical Support & Troubleshooting
- Customer Service & Account Management
- Sales & Business Development
- Operating Systems (Windows, Mac, Linux)
- Mobile Devices (iOS, Android)
- Adobe Creative Suite, HTML, WordPress

Languages

- English (Fluent)