John Richard Bozar

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Highly motivated professional with a diploma in Computer Programming and strong hands-on experience in customer service. Currently excelling as a Service Advisor at Canadian Tire, with a proven ability to solve problems quickly, handle clients professionally, and learn technical and practical skills on the spot. Actively seeking opportunities in IT and skilled trades, ready to contribute immediately in both environments.

Profile

- Permanent resident in Canada, fully eligible to work immediately
- Strong technical foundation in computer programming
- Hands-on experience in service, problem-solving, and client support
- Quick learner, adaptable, and able to thrive in IT or skilled trade environments
- Exceptional communication, teamwork, and organizational skills
- Highly reliable, committed, and ready to deliver results from day one

IT/Technical Skills

Operating Systems	• Windows, Linux
Programming/Languages	• C, C++, JavaScript, Shell Scripting, Batch Scripting, Python*
Database Technology	• Oracle, MySQL
Web development	• HTML5, CSS3, JavaScript, JSON, , Node.js*
Tools	• MS Visual Studio, Visual Studio Code, Canva, GitHub, MS Office, Visual Paradigm(UML*)

Skilled Trade / Practical Skills

- Vehicle service knowledge, diagnostics, and repair workflow
- Mechanical troubleshooting and problem-solving
- Safety compliance and workplace procedures
- Equipment handling, maintenance, and operational efficiency
- Training and mentoring new team members in practical environments

Education

Computer Programming and Analysis

Seneca Polytechnic | Jan 2024- Feb 2025

- **Object Oriented Programming** - Use of object-oriented and other design ideas to create software.
- **Web Development** - Work with document object models dynamically to show content and allow users to interact with it.
- **Software Testing** - Test, troubleshoot, document and monitor technical problems using appropriate methodologies and tools to validate that software meets requirements. Background knowledge on SDLC.
- **Operating Systems** - Write shell scripts for Linux and batch scripts for Windows to automate tasks and boost efficiency. Install, update, and uninstall software to manage development tools.
- **Database Management Systems** - Perform database tasks like creating, reading, updating, and deleting data using SQL. Collect requirements, design, build, improve, and manage data storage solutions.
- **Software Analysis and Design*** - Research and gather information to understand what a system should do. Describe the system's design and create a model using UML.

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School Project

Seneca Library Application

Language: C++, HTML5, CSS3, JavaScript

- Created an interface to manage reading and writing data, and check if data is valid. Implemented helper operators for easy data handling.
- Developed a base class for handling library publications with attributes like title, shelf ID, membership number, and date. Included methods to set, read, and validate publication details.
- Built a library management system with features to load and save publication data, search for publications, add and remove publications, check out and return books. Dynamic memory allocation and file operations to manage a library of publications.
- Developed a song sorting website with features to display songs organized by artist, allowing users to click on an artist's name to reveal their tracks. Implemented user-friendly navigation and an appealing design to enhance the overall experience.

Work Experience

Service Advisor

Canadian Tire | Sep 2023 - Present

- Address and understand the customer needs through clear and efficient communication.
- Manage stressful situations effectively when unexpected situations arise.
- Work closely with the team (mechanics, parts, and service advisors) maintaining clear communication to ensure the customer receives the best service possible.
- Manage and resolve issues effectively, even under pressure.
- Multi-task efficiently to assist both customers and colleagues when required.
- Train new colleagues on how to use the system and understand company policies.

Crew Trainer

Tim Hortons | Dec 2022 - Dec 2023

- Train new colleagues on job duties, company rules and safety policy
- Communicate well with colleagues to keep everything running smoothly.
- Handle fast-paced work, stay organized in a busy environment, and maintain attention to cleanliness.
- Adapt quickly to new recipes and equipment.

References

Linh Nguyen
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