

Michael Dangana

Hamilton, Ontario

Phone: +1 (289) 775-3709

Email: 000887142@mohawkcollege.ca

PROFILE

Determined Manufacturing Engineering Technician student embarking on a new career path. Seeking a Millwright co-op position to grow skill, increase knowledge base and gain work experience in the trade. Eager to utilize and share knowledge gained through the course of the program.

SKILLS / QUALIFICATIONS

- Use of basic measuring instruments (Venier's, micrometers, etc.)
- Use of metal cutting machines including lathes, milling machines, surface grinders and drills.
- Basic use of Automation Studio to create circuits and schematic drawings.
- Strong organizational skills with a focus on detail-oriented tasks.
- Familiar with welding on a basic level; theoretically and practically.
- Understanding of PLC components and Software.
- Effective communication and an active listener.
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Class G License

EDUCATION

Co-op Diploma, Manufacturing Engineering Technician–Automation / Sept 2024 - Present

- Mohawk College – Stoney Creek, ON
- Currently enrolled in Semester 3
- GPA: 78 after semester 1

Business Diploma

Graduated 2020

- Mohawk College – Hamilton, ON

WORK EXPERIENCE

Administrative Officer – Senior Homecare by Angels. Stoney Creek, ON. February 2023 – March 2024

- Conducted job interviews for applicants looking for work.
- Assisted in implementing marketing strategies to gain more clients.

- Responsible for sending and receiving emails as well as calls to clarify customer inquiries, etc.
- Served as primary point of contact for facilitating operational and administrative inquiries.

Tech Support Agent (*Remote*)– Alorica. Hamilton, ON
October 2021 – February 2023

- Assisted customers with tech issues over the phone and computer.
- Handled customer complaints and inquiries in a courteous and efficient manner.
- Demonstrated excellent communication skills, both verbal and written, to effectively interact with customers.
- Maintained knowledge of company products to provide helpful suggestions and recommendations to customers.
- Responded to telephone inquiries and complaints following standard operating procedures.
- Utilized problem-solving techniques to identify solutions for complex customer inquiries.
- Processed orders, returns, and exchanges in an accurate and efficient manner.
- Administration and Data Entry.

Companion Caregiver – Home Instead – Hamilton, ON
Nov 2020 – September 2021

- Assisted patients with eating tasks to support healthy nutrition.
- Supported daily hygiene needs of patients by assisting with dressing, and personal grooming.
- Assisted clients with daily living needs to maintain self-esteem and general wellness.
- Provided compassionate and patient-focused care to cultivate well-being.
- Built and maintained rapport with clients and family members to facilitate trusting caregiver relationship.
- Guided patients to restroom to support bladder and bowel relief requirements.
- Ensured that patients felt safe and cared for in their environment.

Dishwasher – Sunset Grill – Burlington, ON
November 2019 – March 2020

- Cleared, washed and stacked all plates, dining utensils and trays quickly and without breaking.
- Efficiently loaded and unloaded dishwashers, cleaning by hand large pots or any items used often by kitchen staff.
Kept work area clean, dry and free of debris to prevent incidents and accidents.
- Washed equipment, surfaces, refrigerators and other areas and applied sanitizing chemicals.

- Worked with chemicals such as detergent, rinse agents and sanitizers to protect customer health.
- Completed extra cleaning work on garbage cans, racks, dry storage areas and other fixtures to keep kitchen spotless.
- Assisted with kitchen prep work to help operations run smoothly and meet customer needs.

Customer Support Representative – S&P Data – Hamilton, ON
May 2018 – March 2019

- Achieved success in meeting daily, weekly, monthly quotas for outbound dials, contacts, appointments, and sales revenue from cold calls.
- Leveraged sales expertise to promote products and capitalized on upsell opportunities.
- Maintained up-to-date knowledge of product and service changes.
- Highly skilled in time management when making multiple outbound calls per day.
- Maximized sales opportunities by accurately qualifying prospects via telephone conversations.
- Adept at overcoming objections and convincing customers of product value through persuasive cold calling tactics.