

# Frantz Bibault



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<http://lilcronch05.github.io/Portfolio>

## Summary

Experienced Information Technology Support Wizard with experience in technical support. I excel in providing top-tier support, swiftly resolving IT-related issues and other ticketed requests using multiple contact methods (Email, chat, phone calls, face-to-face, HALO, etc.). I am skilled in preventative maintenance for meeting rooms, technical troubleshooting, computer hardware support, and mobile device setup. I am also proficient with inventory management, and equipment transportation. I strive to provide seamless user experiences no matter who I work with.

## Experience



### Delivery Assistant

UPS

Oct 2023 - Present (1 month)

Assist a driver in delivering packages and other ordered items in a timely manner.



### Customer Service Sales Representative

Titan Advertising Group

May 2022 - May 2023 (1 year 1 month)

- Worked with not-for-profit organizations, providing cost-effective advertising to support and spread awareness.
- Got promoted to a leadership position within my first 2 weeks of working.



### Information Technology Support Technician

Sturgeon County

Jun 2023 - Sep 2023 (4 months)

- Managed and solved ticketed issues within the office and auxiliary departments.
- Utilizing my coding skills, I built an app using Microsoft Power Apps and Power Automate to help the IT department keep track of in-house purchases.
- Wrote scripts to manage the software installation and software removal of about 100 devices.
- Provided computer repair assistance as well as other help desk support.



### Retail Salesperson

Cineplex

Oct 2019 - May 2022 (2 years 8 months)

A customer service-focused position where I listened to the requests of customers and provided assistance to ensure a positive experience with the company.

## Education



### NAIT (Northern Alberta Institute of Technology)

Associate's Degree, Digital Media and IT  
Sep 2021 - Aug 2023

## **Licenses & Certifications**

 **React.js Code Challenges** - LinkedIn

## **Skills**

Blueprint • Microsoft Power BI • Microsoft Power Automate • Microsoft Power Apps • Powershell •  
Microsoft Excel • Technical Support • Communication • Microsoft 365 • Microsoft Azure

## **Honors & Awards**

 **Deans Honour Role**