

JOEL FRENETTE

PMP, ITIL, IT Project Manager

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📍 Delray Beach, Florida, USA



EXPERIENCE

IT Project Manager

Massage Addict

📅 Mar 2014 - ongoing 📍 Toronto, Ontario, Canada

Massage Addict is the country's largest and fastest growing massage therapy company with locations from coast to coast.

- I managed the IT projects for 8 new corporate clinic buildouts
- Created the processes and implemented the ticket tracking system to successfully manage all IT support issues
- Recommended process and systems improvements such as Franchise opportunity tracker and RMT leads tracker for the Operations and HR departments
- Managed many IT department cost savings initiatives
- Assessed vendors and maintained all vendor relations

Systems Support Associate

Hair Club for Men

📅 Mar 2011 - Aug 2015 📍 Boca Raton, Florida, USA

Hair Club ® offers proven solutions like hair restoration and hair replacement to treat hair loss or thinning hair.

- I successfully managed my workload in support systems and assisted in projects leading to business growth from 76 to over 100 clinics across North America.
- I was an integral and valuable team player on many systems and infrastructure projects, like our custom CMS software
- Recommended process and systems improvements such as implementing ITIL standards in our support department

Remote Technical Support

Rogers Communications

📅 May 2008 - Nov 2010 📍 Moncton, New Brunswick, Canada

The Rogers call center in Moncton handles calls from across Canada in helping customers get the most out of their communications services.

- I spearheaded support for the new home security system initiative resulting in a permanent support department in our location.
- Quickly learning how to support evolving technologies and supporting the call center staff by providing training as shift supervisor.

LANGUAGES

English

Native

French

Native

ABOUT ME



What did I do before IT?

In my twenties, I lived and travelled to over 75 countries while working on cruise ships, resorts and restaurants.



What do I do for fun?

I like snowboarding, sailing, surfing, skydiving, scuba diving and crossfit

DIGITAL PROJECTS

WebDesign39.com

📅 Jan 2011 - ongoing 📍 Delray Beach, Florida

Owner & Virtual Project Manager

- Created and managed a digital ad agency. Growing revenues last year by 200% by building long term relationships with current customer base with monthly SEO campaigns.

WebSupport39.com

📅 Jan 2011 - ongoing 📍 Delray Beach, Florida

Owner & IT Support Manager

- Experienced with remote support and access using LogMeInRescue, GotoWebinar, GotoAssist, GotoMeeting, TeamViewer, Zoom, Skype, and many other Conference Call software.

EXPERIENCE

Field Service Technician

PeopleToGo

📅 Dec 2002 - Nov 2010 📍 Markham, Ontario, Canada

An IT Staffing Agency that delivers qualified staff, resources and services to take on a variety of technical projects

- Completed all IT projects on time and exceeding customer satisfaction
- Managed my team's work to be completed on time and under budget
- Successfully scheduled times for all product delivery, shipping, receiving, configuring, installation and testing
- Trained staff on use & maintenance of new equipment

Field Service Technician

Getronics Canada

📅 Dec 2002 - Sep 2004 📍 Ville Saint-Laurent, Quebec, Canada

The Getronics family is an ICT Services group and has a complete portfolio of integrated ICT services for the large enterprise and public sector markets

- Project Team Leader:
OS/2 to Windows 2000 migration project for Caisse Populaire
- Project Team Leader:
Token Ring to Ethernet conversion project for Caisse Populaire
- Remote Support and Field Support for IBM Services, National Bank, CGI Group, and Desjardins Financial Services Network
- Conversion, Migration, Upgrades, IMAC and Break-Fix on all branch workstation, POS and networking equipment

EDUCATION

PMP® Project Management Professional

PMI.org Southern Ontario Chapter

📅 Jan 2016 - ongoing 📍 Toronto, Ontario, Canada

Bachelor's of Science in Information Technology

Oneida University

📅 Jan 2010 - Dec 2013 📍 Oneida, New York, USA

GPA
3.3 / 4.00

Interconnecting Cisco Networking Devices

CDI College

📅 Jan 2005 - June 2005 📍 Montreal, Quebec, Canada

Computer Support Technician

CDI College

📅 Sep 2001 - June 2002 📍 Vancouver, British Columbia, Canada

CERTIFICATIONS

PMP® Project Management Professional

PMI.org Southern Ontario Chapter

ITIL® Foundations v.3

EXIN

SFC® Scrum Fundamentals Certified

SCRUMstudy

Project+

CompTIA

DELL DCSE v10

Dell DTT

MCP

Microsoft

Network+

CompTIA

Server+

CompTIA

A+

CompTIA

COURSES

MIT OCW - Introduction to Computer Science and Programming

Basics of Scrum, Agile and Project Delivery

TrainSignal - ITIL® Fundamentals v3

Lynda.com - Microsoft Project 2013 Essential Training