

JOEL FRENETTE, PMP, ITIL

Computer Systems Analyst with 16 years Experience

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🌐 www.JoelFrenette.com

📍 Delray Beach, Florida, USA

EXPERIENCE

IT Project Manager

Message Addict

📅 08/2015 - Ongoing 📍 Toronto, Canada

Message Addict is the country's largest and fastest growing massage therapy company with over 76 locations from coast to coast.

- I managed the IT projects for 8 new corporate clinic build outs
- As Office365 admin, supported the Outlook Exchange, Sharepoint Online, and all Office applications like Word, Excel and PowerPoint
- As RingCentral admin, configured and supported the cloud-based PBX
- As ZenDesk admin, setup and configured the support ticket system
- As Booker admin, I supported the CRM for all 76 clinics
- Placed orders, updated inventory and maintained all vendor relations

Business Mentor

Global Mentoring Solutions

📅 03/2017 - Ongoing 📍 Toronto, Canada

GMS supports MSP branding by providing a transparent extension to IT services and help desk service companies. The MSP customers receive – 24/7 help desk supporting to troubleshoot and fix all 3rd party and OS issues at the workstation, server and NOC levels.

- Quickly supporting over 1100 clients from over 110 different MSP partners across North America, Europe and Asia

Web Project Manager

WebDesign39.com

📅 01/2011 - Ongoing 📍 Delray Beach, Florida

Web Design and Digital Ad Agency

- Owner operator of the web design and ad agency.
- Growing revenues last year by 200% by building long term relationships with current customer base with monthly SEO campaigns.

Computer Systems Support Analyst

WebSupport39.com

📅 01/2011 - Ongoing 📍 Delray Beach, Florida

MSP Support for home office and small business clients

- Quickly on-boarding several small business clients
- Excellent customer support on the large variety of systems

ACHIEVEMENTS

✈️ What am I proud of?

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

🎯 What are my hobbies?

I like sailing, surfing, skydiving, scuba diving, snowboarding, kickboxing, crossfit adventure racing and more.

LANGUAGES

English Native

French Native

Spanish Beginner

Italian Beginner

CERTIFICATIONS

PMP® Project Management Professional - PMI.org

SFC - Scrum Foundations Certified

ITIL v3 - IT Service Management

Dell DCSE - Foundations v.10

Microsoft MCP

EXPERIENCE

Computer Systems Support Analyst

[Hair Club For Men](#)

📅 03/2011 - 07/2015 📍 Boca Raton, Florida, USA

Recognized leader in hair loss treatments with over 110 clinics

- Consistently at the top of the IT department's ticket closing stats.

Computer Systems Support Analyst

[Rogers Communications](#)

📅 05/2008 - 11/2010 📍 Moncton, New Brunswick, Canada

Canada's largest provider of wireless voice and data communications services, cable television, high-speed Internet and telephony services

- I was night shift lead and trainer for home security product support.

Field Support Technician

[PeopleToGo](#)

📅 12/2002 - 11/2010 📍 Montreal, Quebec

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

Field Support Technician

[Getronics Canada](#)

📅 12/2002 - 09/2004 📍 Montreal, Quebec

An ICT Services group for the large enterprise and public-sector markets

- Team Leader on many projects for national banking clients

EDUCATION

PMP® Project Management Professional

[PMI.org Southern Ontario Chapter](#)

📅 01/2016 📍 Toronto, Ontario

BSc in Information Technology

[Oneida University](#)

📅 01/2010 - 12/2013 📍 Oneida, New York

GPA

3.3 / 4.00

Interconnecting Cisco Networking Device

[CDI College of Business and Technology](#)

📅 01/2005 - 06/2005 📍 Montreal, Quebec

Computer Support Technician

[CDI College of Business and Technology](#)

📅 09/2001 - 06/2002 📍 Vancouver, British Columbia

CERTIFICATIONS

[CompTIA Project +](#)

[CompTIA Network+](#)

[CompTIA Server +](#)

[CompTIA A+ OS, and A+ Hardware](#)

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](#)

PUBLICATIONS

What is a Bitcoin?

[Self Published Online](#)

Joel frenette

📅 10/2012 - Ongoing 🌐 www.WhatisaBitcoin.com

I wrote this book in October of 2012 for my associates who were asking me to teach them about this new technology

The 16 Things You Need To Know Before You Get A Cruise Line Job

[Amazon Kindle Publishing](#)

Joel Frenette

📅 06/2012 - Ongoing 🌐 www.bit.ly/shipjobs

I worked on cruise ships for over 4 years, and I've seen it all! Do not get a cruise line job without reading my book.