

# JOEL FRENETTE

## PMP, ITIL, Computer Systems Analyst

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🌐 <http://JoelFrenette.com>

📍 Delray Beach, Florida, USA



## EXPERIENCE

### IT Project Manager

#### Massage Addict

📅 Aug 2015 - 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

### Computer Systems 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

### Systems Support Associate

#### 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

### Web Project Manager

📅 Jan 2011 - ongoing 📍 Delray Beach, Florida

#### WebDesign39.com

- 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.

### Computer Systems Analyst

📅 Jan 2011 - ongoing 📍 Delray Beach, Florida

#### WebSupport39.com

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

# EXPERIENCE

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## 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

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## PMP® Project Management Professional

### PMI.org Southern Ontario Chapter

📅 Jan 2016 - ongoing 📍 Toronto, Ontario, Canada

## Bachelor 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

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## 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

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## 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