



CHRIS MICHAELS

SENIOR ANALYST,
WEB DESIGNER,
TRAINER, TECHNICIAN,
ENTREPRENEUR



Find out more at
my website by
clicking here

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MY STRENGTHS

WHAT SETS ME APART

TALENTED

I'm experienced and proficient across multiple disciplines.

“ CHANCES ARE THAT I'VE SEEN THE SOLUTION TO YOUR PROBLEM BEFORE ...

TEACHABLE

I'm knowledgeable, but also eager to learn, share and collaborate.

“ ... BUT IF I HAVEN'T, I KNOW WHERE TO FIND THE ANSWERS ...

SAVVY

I'm creatively client-driven, solution-searching, and results-focused.

“ ... SO THAT I CAN HELP YOUR BUSINESS PROSPER & GROW.

MY SKILLS

WHAT I BRING TO THE TABLE

as a SENIOR ANALYST

- The art and science of understanding my client's business needs, and translating them into technological & operational solutions, delivered on time and on budget.
- Demonstrated especially at CGI, Intria-HP and in my freelance work.

as an ENTREPRENEUR

- Managing and growing my own freelance business by helping small and medium-sized businesses solve their technology challenges.
- Staying up to date on technologies, business issues and market dynamics through daily exposure.

as a WEB DESIGNER

- Designing, building, upgrading and maintaining web properties to support client business objectives.
- Leveraging my technical, design, artistic and business skills to implement turn-key solutions, or improve existing installations.

as a TRAINER

- Developing & delivering training sessions to individuals & groups of various sizes and varying technical abilities
- Sharing my expertise and knowledge effectively, while ensuring participants enjoy and find value in the training
- Demonstrated especially at CGI, Intria-HP, Price Waterhouse and Correctional Service of Canada.

as a TECHNICIAN

- From swapping out power supplies to configuring enterprise networking hardware, from installing a new mouse to planning & implementing an entire facility move: understanding ground-level considerations improves the quality & relevance of high-level project plans, helping them be more successful.

Talented, teachable, savvy. Ready to help your business prosper and grow.

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ENTREPRENEUR

MY EXPERIENCE

HOW I LEARNED TO PROSPER & GROW

chrismichaels.ca - Owner & Principal

July 2006 to Present

- Web design & e-commerce solutions, infrastructure planning & implementation, technical support, and business process consulting for small & medium size businesses across southern & southeastern Ontario.

Correctional Service of Canada - Technician, Correctional Officer & Trainer

October 2006 to October 2015

- Providing technical and project support to Help Desk and Security initiatives, and delivering training to correctional officers on Security technologies & annual skills recertifications.

CGI Canada - Lead & Junior Inventory Analyst (ITM-GTA)

January 2004 to July 2006

- Worked with internal & external clients to provide engineering, development and production support for all aspects of inventory lifecycle management and related business processes.

JAID Associates Toronto - Senior Technical Analyst & Principal

November 1999 to January 2004

- Web design & networking solutions, infrastructure planning & implementation, technical support, and business process consulting for small & medium size businesses across the Greater Toronto Area.

INTRIA HP - Intermediate Technical Analyst (NT/Unix/Networks)

January 1999 to December 1999

- Project management, client consultation, team & resource planning, server & datacentre support, and research lab management for the NT/Unix/Networks team, supporting CIBC banking operations.

PRICEWATERHOUSECOOPERS - National Specialist (Client Services)

March 1997 to January 1999

- Provision of Second-Level Support to all PwC Canada offices for desktop/productivity applications, including Microsoft Office. Communication with front-line staff, creation of end-user and support documentation, testing and deployment of software & customization upgrades, training for end-users & support staff, research & testing, and backup support for other members of the National Specialist Team (when needed).

Find full details about my Experience,
as well as my Digital Portfolio, at
<https://CHRISMICHAELS.CA/cv> and
<https://CHRISMICHAELS.CA/portfolio>

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