

Shawn K McQuaid

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PROFILE

Shawn is a business professional, with strengths in management, training, social media, and all things web related. He also has a Diploma in Human Resource Management with considerable experience in leading and managing productive teams, and is a seasoned project manager. Strong business development, planning, facilitation and communication skills differentiate him from many specialists in that he understands business and is able to work with all levels of management.

EMPLOYMENT HISTORY

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|--|-----------------------|
| Case Manager, <i>Global Vocational Services</i>, Duncan | Dec 2011 to Present |
| <ul style="list-style-type: none">• Work with clients on career planning and job search strategies• Facilitate workshops on job search using social media and eportfolio development• Conduct and report local labour market research | |
| Owner/Founder, <i>Sonic Technologies</i>, Sole Proprietor | Founded in 2002 |
| <ul style="list-style-type: none">• Operating a full service website design, development and web promotion company• Conducting search engine, social media and traditional marketing campaigns• Consulting clients on leading edge HR initiatives and delivery models• <i>Notable clients: BCIT, Intel, BC Veterans, DermaSilk, Calliflower, Moving Sound</i> | |
| Ecommerce Marketing Manager, <i>Gabriel Ross</i>, Victoria | Jul 2008 to Oct 2010 |
| <ul style="list-style-type: none">• Managed internal and external IT and HR activities and campaigns• Established, managed, and grew their Twitter and Facebook pages• Launched their successful campaign “customer photo” contest• Grew online sales from average of 30k/month to 250k/month | |
| Manager, IT and Marketing, <i>Mantra Venture Group</i>, Vancouver | Oct 2007 to May 2008 |
| <ul style="list-style-type: none">• Lead application development team and project management• Oversaw internet marketing, website design and development | |
| VP Technical Development, <i>clickathon</i>, Vancouver | Nov 2003 to Jun 2005 |
| <ul style="list-style-type: none">• Managed numerous multilevel projects• Designed and developed web-based fundraising software• Conducted training sessions for clients and staff | |
| Customer Service, <i>eBay Inc.</i>, Burnaby | May 2003 to Dec 2003 |
| <ul style="list-style-type: none">• Answered live chat and email support requests• Assisted activations and technical issues | |
| Employment Specialist, <i>YVR Airport</i>, Richmond (Contract) | Mar 2004 to Jun 2004 |
| <ul style="list-style-type: none">• Evaluated behavioural description responses for 200+ applicants• Coordinated and assisted in physical testing and interviews• Conducted all communication with candidates throughout process | |
| Barista, <i>Starbucks Coffee Company</i>, Vancouver | Mar 2002 to Aug 2003 |
| Sales Representative, <i>Mosaic Sales</i>, Burnaby (Contract) | Apr 2002 to Sept 2002 |
| Sales Representative, <i>Mosaic Sales</i>, Burnaby (Contract) | Nov 2001 to Jan 2002 |
| Commission Sales, <i>Future Shop</i>, Nanaimo and Edmonton | Mar 2000 to Apr 2001 |

PRACTICUM/VOLUNTEER WORK

Mainframe Entertainment Inc.

Jan 2003 to May 2003

- Directed studies through BCIT HR Management program
- Designed and implemented an HR website

New West Secondary School

2002

- Performed mock interviews for career planning class
- Coached students on their interview skills
- Assisted in student evaluations

2002

Rogers Sugar Ltd

- Designed behavioural interview questions and rated candidates
- Screened and short listed over 400 candidates

EDUCATION

Human Resource Management Diploma, *BCIT*, Burnaby

Sep 2001 to May 2003

- Business management courses including: accounting, economics, marketing, and financial management
- Human Resource courses including: competency design, HRMIS systems, labour relations, HR planning, compensation & benefits, training & development, and recruitment & selection

Malaspina University/College (VIU), Nanaimo

Sep 1996 to Jun 2000

- Applied Science in Engineering (Sept 1998 - Jan 2000)
- Heavy Duty Mechanics Diploma (Sept 1996 - June 1997)

Nanaimo District Secondary School, Nanaimo

Sep 1991 to Jun 1996

- Graduated with honors

KEY TECHNICAL SKILLS

- Expert skills in Microsoft Office, Adobe, Windows, Linux, and most popular software
- Proven ability offering full service web design and development, online promotion and support
- Ability to optimize online via web site design, search engines, social media, and analytics
- Experience training and supporting via email, phone live chat, onsite and using video tutorials

