

# CHRIS BOUTIN

316 – 315 East 1<sup>st</sup> Street,  
North Vancouver, BC  
V7L 1B6

Phone/Fax: 604-988-8147  
e-mail: [chris.boutin@telus.net](mailto:chris.boutin@telus.net)  
Website: [http://www3.telus.net/Chris\\_Boutin](http://www3.telus.net/Chris_Boutin)

## TITLE

Technical Communications Specialist

## PROFESSIONAL EXPERIENCE



### **Midrange/Unix Documentation Team**

2000 - 2001

TELUS Enterprise Solutions, Burnaby

- Developed a intranet website allowing company-wide access to technical documents
- Extracted expert knowledge from system administrators to determine best practices for server management
- Maintained quality assurance records facilitating updates and maintenance of documents
- Established a standard document template resulting in ease of reference
- Produced quarterly reports for external customers thereby improving communication
- Hired and scheduled the work of two co-op students
- Coordinated the Emergency Response Teams for the office tower



### **Training Department**

1998 - 2000

ISM-BC, Burnaby

- Developed the online training database allowing the extraction of training summary reports
- Assisted staff in finding courses and programs through contacts with training institutes
- Coordinated training sessions so effectively that we were able to increase the amount of in-house sessions offered
- Assisted in training invoice payment and reconciliation in a timely manner allowing us to take advantage of early payment discounts
- Reduced office stationery costs by monitoring access to supplies and developing an order tracking process



### **Operator Services Customer Call Centre**

1997 - 1998

BC TEL, Vancouver

- Developed a intranet website allowing department-wide access to timely information
- Compiled call volume reports which determined staff requirements per office
- Maintained a technical trouble log and published a monthly summary report for departments concerned
- Created reports and prepared presentations for senior managers
- Answered incoming calls on a multi-line switchboard and maintained calendars for senior managers
- Maintained stationery inventory and office equipment through liaisons with suppliers
- Made travel arrangements and filed expense reports
- Continued work as the office newsletter assistant editor



### **Operator Services**

1990 - 1997

BC TEL, Vancouver

- Processed global toll calls and provided directory assistance
- Promoted customer satisfaction through accurate service
- Coordinated the Directory Assistance Intercept System
- Assisted in the editing and publishing of the office newsletter
- Coordinated social activities and events for the office

# CHRIS BOUTIN

continued

## TECHNICAL PROFICIENCIES

|                       |                                                                                                                                                                 |
|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| HARDWARE              | IBM PC Compatibles                                                                                                                                              |
| SOFTWARE              | MS Office, MS FrontPage, MS Outlook, MS Visio, MS Internet Explorer, Adobe Acrobat, Adobe Photoshop, Macromedia Dreamweaver, Lotus Notes, Netscape Communicator |
| OPERATING SYSTEMS     | DOS, Unix                                                                                                                                                       |
| PROGRAMMING LANGUAGES | HTML, JavaScript, C, Assembler, COBOL, dBase, SQL, PowerBuilder                                                                                                 |

## PROFESSIONAL ACTIVITIES



### **Website Developer**

2002 - present

BC Inventor's Society, Vancouver

- Organize folder structure and file naming convention
- Develop content as directed by society members
- Make timely updates and changes on request



### **Civic Member**

2001 - present

Waterfront Industrial Noise Control Committee, North Vancouver

- Attend quarterly meetings to discuss noise control issues on the waterfront
- Suggest improvements to existing conditions
- Meet with waterfront industry representatives to address noise concerns



### **Vice Chairperson**

1997 - 1998

Strata Council - LMS 2065 The Laurels, North Vancouver

- Attended monthly meetings and special meetings
- Arranged for maintenance and improvements of a 42 unit building
- Answered correspondence from resident and non-resident owners
- Liaised with various contractors



### **Senior Instructor**

1983 - 1986

BC Regiment (DCO) Royal Canadian Army Cadets, Vancouver

- Prepared training schedules for cadets
- Helped junior instructors improve their teaching skills
- Maintained a high standard of discipline and citizenship
- Promoted to Sergeant in April 1985
- Received "Esprit de Corps" trophy in 1985

## PROFESSIONAL DEVELOPMENT



### **Computer Information Systems Diploma**

1993 - 1996

Langara College, Vancouver

Parliamentary Rules Demystified - 2002  
Emergency Response Team Training – 2000  
Six Thinking Hats Workshop – 2000  
Emergency First Aid – 2000  
IBM Advanced Service Plus – 1999  
Fluent English and French