

David Vo

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SKILLS & KEY COMPETENCIES

- HTML
 - CSS
 - JavaScript/ jQuery
 - PHP
 - MySQL
 - Git (Version Control)
 - WordPress
 - React
 - Client Understanding
 - Fast Learner
 - Problem Solving
 - Attention to Detail
 - Proactive and self-motivated
 - Exceptional organisational skills
 - Critical thinking skills
 - Excellent communication skills
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PROFESSIONAL EXPERIENCE

Push to Start | Jul. 2020 - May. 2024

Technician & Team Mentor

- Installed over 300 remote car starters and security systems annually, ensuring flawless functionality and customer satisfaction.
- Trained and mentored a team of 3 new technicians, providing hands-on instruction and guidance.
- Improved installation processes by introducing best practices and safety protocols, leading to reduction in installation time and fewer customer-reported issues.
- Led troubleshooting efforts for complex installations, resolving technical issues on the first visit, maintaining high standards of performance and customer satisfaction.
- Enhanced customer service by educating clients on system usage and maintenance, resulting in high customer satisfaction as reflected in positive feedback and repeat recommendations.
- Maintained up-to-date knowledge of automotive electronics and security systems, ensuring accurate installation and up-to-date service offerings.

Certified Radio | Oct 2014 - June 2020

Technician

- Resolved technical concerns and provided solutions for over 100 clients monthly, ensuring seamless integration of automotive electronics and boosting customer satisfaction.
- Installed and tested over 200 car audio systems (including subwoofers, amplifiers, and speakers), ensuring reliable and high-quality performance.
- Diagnosed and troubleshot electrical and technical issues in vehicles, reducing installation errors through attention to detail and technical knowledge.
- Collaborated with customers to ensure their systems met desired specifications, leading to a 95% customer retention rate for follow-up services and upgrades.

Sales Lead

- Led a team of 4 sales associates, coaching and mentoring them to meet and exceed sales targets, resulting in a 25% increase in monthly sales across the department.
 - Achieved a 30% increase in overall sales of car audio products by identifying customer needs and recommending tailored solutions, boosting product upsell opportunities.
 - Trained new team members on sales techniques, product knowledge, and customer service standards, which resulted in an improvement in team performance within the first three months.
 - Managed the sales floor, ensuring efficient operations, maintaining inventory, and overseeing product displays, contributing to an overall increase in customer traffic and higher sales conversion rates.
 - Built lasting relationships with clients by providing personalized advice and after-sales support, contributing to an increase in repeat business.
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EDUCATION & CERTIFICATIONS

Northern Alberta Institute of Technology

Digital Media and IT - 2022-2024

Dean's Honor Roll - Awarded for maintaining a GPA of 3.7 or higher.

PORTFOLIO

Feel free to view my previous projects at www.dvo5.ca.