

George Marcotte

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Synopsis

- Robust experience as an analyst in computer system
- Diversified knowledge in implementation, installation and support of different data processing products
- University diploma in programing language
- Recognized as being flexible and having many aptitudes in project management

History of employment

ADP 2006 -
(*Integrated business administrative solutions*)

Payroll implementation specialist for Small Business.

- Overachieve implementation annual target.
- Technology used: Paytech payroll system and others ADP applications.
 Efficient use of Excel, Word and VBA to produces forms, macros and commands that are normally type manually.

ORION MONTREAL 2004 -2005
(*Supplier of Internet High speed, Internet host and "Hot Spot" (wireless Wi-Fi)*)

Sales and support (Montréal region), for the services provided by Oricom (Québec city)

INTEGRATED OFFICE SOLUTION 2003 - 2003
(*Montréal Distributor of Toshiba office products*)

Office system product Analyst

- Responsible for pre-sales support and sales representatives training, technicians support on the equipment and networking software, client's document flow analysis and others.

Technology used: Multi function laser printer (20-80 pages/minutes)
 Electronic documents management (scan, fax and email)

HEIDELBERG CANADA 2002 – 2003
(*International manufacturing company, supplier of printing solutions*)

Digital product Specialist

Responsible for presale support and installation of multifunctional products

- Worked together with a salesman on project development with presentations, demonstrations and preparation of propositions.
- Created applications using several types of different software packages such as Visual Studio.net, Acrobat Form, VBA, ASP and JavaScript. An interface for Intranet documents submissions was created for the Reproduction center of the **City of Ottawa**.

Technology used: Color and black and white high speed laser printer (150 pages/minutes)
 Electronic documents management (scan TIF) and form (Adobe PDF)
 Variable data with Planet Press and NexTreme
 Multiple platforms integration (PC, Sun, Mac and main frame) and virtual network

XEROX CANADA

1983 - 2001

(Documents production company manufacturing monochrome and color multifunction products)

Digital product Analyst (2000 – 2001)

Responsible for presale support and implementation of multifunctional products.

- Worked together with a salesman on projects development with presentations, demonstrations and preparation of propositions.
- Validated the technical solutions according to customers' specific needs.
- Participated in the implementation of many electronic document management devices at **Banque Nationale**, in order to increase the effectiveness of employees using efficient documents work flow.
- Analyzed, corrected and resolved several problems of connectivity.

Technology used: Multi function laser printer (20-80 pages/minutes)
 Electronic documents management with OCR (scan, fax and email) and electronic form generator

Printing system consultant (1985 - 2000)

Communication problems national specialist, responsible for the after sale support of various computer systems.

- Participated in the installation of laser printers with electronic forms at **Merck Frost** in a strict and protected AS400 environment.
- Collaborated in establishment of the first outlines of multi-function printers in varied environments such as main frame (**Future**), Sun (**Erickson**) and Novell (**Radio Canada**).
- Found solutions to color stability problems at **BL Litho**. Analysis of these problems was of a great utility for the Xerox engineers.
- Participated in planning and implementing data-processing projects for interventions follow-up in the resolution of problems requiring a lot of time and many resources.
- Ensured a good contact with the various groups of North-American engineers
- Fast interventions and effectiveness avoided the cancellation of several \$500 000 machines. Problems were mainly related to the connectivity.
- Acted as mentor for my colleagues, helped them develop their knowledge and increased the level of efficiency of the group.
- Assured availability 24 hours/7 days for the whole Canadian territory.
- Troubleshooter for complicated color problems that needed a good understanding of the Pantone process
- Managed a structured international network.

Technology used: High speed color and monochrome laser printer
 Electronic documents management and forms
 Main frame connectivity "bus&tag", "twinax" AS400, Ethernet
 Management of form FDL/PDL, UDK and PCL (HP)
 Pantone color management, SWOP in CMYK mode

- Data capture technique at different stages during the printing process (dump, sniffer, trapping and others)

Director and technical specialist, Xerox Service Centres (1983 - 1985)

Supervision and technical management of 15 microcomputer technicians.

- Coordinated the work of various employees in a growth sector.
- Implemented a new service of on-site microcomputer repairs.
- Revised and updated the calls and parts management computer program.

Education

UNIVERSITÉ DU QUÉBEC À MONTRÉAL

Diploma in computer science, concentration in programming software and artificial intelligence

COLLEGE LIONEL GROULX

Microcomputing Certificate, concentration in assembler.

Technical training

Payroll	Canadian Payroll Association diploma (CPA)
Software	Visual Studio.net, Access, FrontPage, Photoshop, Word, Excel, ProjectManager, Focus and several others.
Networks	Microsoft Network, Novell, TCP/IP, SNA
Materials	Computer IBM, Mac and Sun, Router and wireless network. Varied range of color printers and multifunction varying from 4 to 150 pages/minute
Operating Systems	Windows 8, 7, Vista, XP, 2000, 98, Server 2005, UNIX Solaris, Mac OS, TSO, IMS.
Languages	Visual Basic.net, HTML, ASP, JavaScript.

Additional skills

- Formation on Microsoft (presently on Visual Studio 2012)
- Technical seminars given by Microsoft, Cisco and other companies
- Regular readings on new data-processing technologies

Leisure

Participate actively in the organization of international motorized sporting events with a software I wrote in Visual Studio.