Ihar Valianski

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Professional Summary

Customer Onboarding Specialist with 6 years of experience, including 4 years building WordPress solutions as a freelance web designer and 2 years as a private cloud operator. Skilled in customer support, troubleshooting, and onboarding processes. Proficient in Zendesk and Jobber, with strong communication and problem-solving abilities.

Skills & Competencies

- Customer onboarding and training
- Web development (WordPress)
- Private cloud operations
- Zendesk & Jobber proficiency
- Communication & problem-solving
- Customer Service
- Technical Support

Work Experience

Freelance Web Designer – Self-Employed
November 2011 – Present
- Built and customized WordPress websites for clients
- Provided customer onboarding and training on website management
- Managed troubleshooting and technical support for customers

Private Cloud Operator – Boom Cloud Platforms Inc
January 2023 – January 2025
- Managed private cloud infrastructure and customer deployments
- Assisted with onboarding businesses onto cloud platforms
- Provided technical support and issue resolution

Administrative Assistant – Prudent Care Services Limited
November 2018 – August 2023
- Answering calls, emails, and correspondence
- Organizing meetings, appointments, and travel arrangements
- Managing records, reports, and databases

- Ordering supplies, maintaining office equipment, and supporting staff
- Assisting clients and resolving inquiries
- Compiling data and generating reports

Deputy Returning Officer – Elections Canada
September 2021 – September 2021
- Ensuring elections are conducted fairly and according to regulations
- Issuing ballots to voters and ensuring proper procedures are followed
- Checking voter identification and maintaining the voter registry
- Setting up and dismantling the polling station, ensuring accessibility
- Conducting ballot counts, securing election materials, and reporting results to election officials
- Following electoral laws and addressing any irregularities

Deputy Returning Officer – Calgary Elections
November 2018 – September 2021
- Ensuring elections are conducted fairly and according to regulations
- Issuing ballots to voters and ensuring proper procedures are followed
- Checking voter identification and maintaining the voter registry
- Setting up and dismantling the polling station, ensuring accessibility
- Conducting ballot counts, securing election materials, and reporting results to election officials
- Following electoral laws and addressing any irregularities

Deputy Returning Officer – Elections Alberta
April 2019 – April 2019
- Ensuring elections are conducted fairly and according to regulations
- Issuing ballots to voters and ensuring proper procedures are followed
- Checking voter identification and maintaining the voter registry
- Setting up and dismantling the polling station, ensuring accessibility
- Conducting ballot counts, securing election materials, and reporting results to election officials
- Following electoral laws and addressing any irregularities

Deputy Returning Officer - Elections Canada
April 2025 - April 2025
Ensuring elections are conducted fairly and according to regulations
- Issuing ballots to voters and ensuring proper procedures are followed
- Checking voter identification and maintaining the voter registry
- Setting up and dismantling the polling station, ensuring accessibility
- Conducting ballot counts, securing election materials, and reporting results to election officials
- Following electoral laws and addressing any irregularities

Education

IT & Network Security – Winnipeg Technical College
2010

Network Security Administration - University of Winnipeg
2010

Full Stack Developer – Robertson College
2022

Certifications & Training

CCNA – Cisco Network Academy, 2010

Projects & Achievements

- Successfully onboarded multiple clients onto WordPress solutions
- Improved customer satisfaction through personalized training and support

Additional Information

- *Languages:* English, Russian, Ukrainian, Belarusian

References available upon request.