# **Shane Paris Iam@shaneparis.com**

# **1326- 216 Lower Water Street Halifax Nova Scotia B3J 3R3 902-225-0265**

**Experience**

**Web.com, Halifax NS,** (October 2018 – Present)

## *Online Small Business Consultant*

* This is an inbound contact role where our existing and new customers call us for assistance with everything about their online presence. This includes domain names, web hosting, email services as well as search engine optimization.
* When the client calls my role is to ensure that their accounts are fully up to date and advise and upsell them on anything that will assist with their overall online presence.
* With my length of service with Web.com / Register.com / Network Solutions I have also been tasked with working our help desk to assist with any questions our sales consultants cannot answer.
* My specialty through this role is to ensure that our clients have an understanding of the different products that they need to be successful online, and how important it is to own their online presence through all mediums.

**Web.com, Halifax NS,** (October 2014 – October 2018)

## *New Hire Orientation Coordinator (Training Specialist)*

* I was responsible for training 50+ new hire training classes through Web.com over a four year period.
* Through my time within the department I specialized in working with the new hires to ensure that they had a full understanding of our products / services and what we could offer to our clients.
* Taught our agents on the consultative sales approach, asking the correct questions to ensure that our products were the correct fit for what our clients’ needs are. Through this I created documents that had been used by both the inbound and outbound sales agents.
* Designed, developed new facets to the program including different learning techniques using all types of training materials including online testing, one on one sessions, clearslide and zoom meetings.

**Web.com, Halifax NS,** (August 2009 – September 2014)

## *Online Business Consultant (Outbound)*

* This role was different than my current role in that I was responsible for working with our existing client base calling them through an automatic dialer, contacting them to attempt an upsell as well as renewals.
* After doing an on-phone consultation, I then recommend the products, services, domain names and online marketing packages which fit their needs.
* While in my initial training I was also taught how to build websites and the important factors when putting together a website that is designed to be picked up by Google.
* Some of the campaigns which I was dialing out to were Renewals, Failed Credit Card Orders, UK Web.com customers and many other special assignments that were assigned to me.

**Aditya Birla Minacs, Halifax NS,** (September 2007 – July 2008)

## *Training Specialist*

* Through this period with Aditya Birla Minacs I was responsible for becoming the transition training specialist. I was identified as someone who could work in numerous different changing environments, and as such I was tasked with developing programs to move our clients from Halifax Canada to Bangalore India as well as Manila, Philippines.
* During the transition process I developed not only the training materials for the new hire agents in the other countries but also the trainers and management teams.
* To make the transition smoother, I spent three weeks in Bangalore India (January 2008) and three months Manila Philippines (May 2008 – July 2008) to be the lead trainer on migrating these campaigns from North America. Through this experience I was responsible for ensuring that offshore counterparts were trained in all skills which were needed for their roles. Some of the pieces I trained them all on were product knowledge, operations, quality monitoring, and a train the trainer course.
* Throughout this role I used Power Point, presentation skills, negotiation skills, email, phone, breeze sessions face to face meetings, and development calls to complete these assignments.

**Aditya Birla Minacs, Halifax NS,** (September 2006-July 2007)

## *Recruiting Specialist*

* While working as a Recruiting Specialist for Minacs I was responsible for all aspects of the recruiting lifecycle. This included writing job descriptions, posting the descriptions on multiple different listing websites as well as doing pre screens.
* During my time with Minacs I took a recruiting course to ensure I was writing job descriptions properly as well as worked with the teams to ensure we had the best information in our job screening guides.
* I personally did over 1900 interviews in this time, including pre-screen interviews and face to face interviews and testing. At the time I was working with six different company campaigns.

**Aditya Birla Minacs, Halifax NS,** (September 2004-2007)

## *Training Specialist – HP Home and Home Office*

* As the training specialist for HP Home and Home Office I was responsible for ensuring that our new hires had the information that was needed to be successful in selling HP products to inbound customers.
* I developed user training guides to increase the knowledge of not only our new hires but also the supervisors and quality team.
* While in this role I worked with the entire Microsoft Office suite of services and all types of laptops, desktops and networking.

## Education

May 2008 **Dalhousie University**

Adult Education Certificate

May 2007 **IMP**

Recruitment Designation

May 2003 **Saint Mary’s University**

Human Resource Management Certificate

May 2001 **Saint Mary’s University**

Bachelor of Arts