

George Appiah

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WORK EXPERIENCE

Specialized Plumbing Apprentice (2nd Year)

Icon Plumbing and Heating – Sept 2023 to Present

- Utilize technical manuals to repair, maintain, and install hydronic systems
- Adhere to safety standards and government regulations for installation
- Train 1st year apprentices in accordance with best practices
- Received union-wide recognition for an improved hydronics system

Licensed Insurance Advisor

Royal Bank of Canada – Mar 2022 to Mar 2023

- Convert inbound callers into loyal clientele
- Monitor and manage client accounts
- Educate clients on home and auto insurance
- Perform complex financial transactions

Client Advisor

Royal Bank of Canada – Mar 2021 to Sept 2021

- Manage inbound/outbound client calls in an effective and efficient manner
- Process customer transactions
- Respond to client inquiries and concerns regarding financial literacy

EDUCATION

Diploma, Child and Youth Care

Humber College – Sept 2016 to Jan 2018

CERTIFICATIONS & PROJECTS

Currently studying for Comptia A+

Completed individual projects, including:

- Assembled and configured a custom PC
- Designed and built a virtualized home lab using VirtualBox
- Deployed Pleroma on my custom domain using documentation

CORE COMPETENCIES

- Interpersonal communication
- Problem-solving
- Technical analysis
- Adaptability