

Björn Hallgrímsson

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Education

Technical Writer Graduate Certificate
Algonquin College, Ottawa ON

Sep 2024 - Present

Bachelor of Arts, Political Science
Carleton University, Ottawa ON

2013 - 2017

Program-Related Skills

- Proficient in writing proposals, white papers, software documentation, instructional design, and technical descriptions
- Ability to clearly organize information through concise and clear technical communication
- Technical Proficiency in Adobe Illustrator, FrameMaker, MadCap Flare and Microsoft Office Suite

Additional Qualifications

- Secret (Level II) Security Clearance
- IxDF Certificate (completed User Experience: The Beginner's Guide)
- Languages: English along with intermediate French, Swedish and Spanish

Relevant Work Experience

Analyst on Contract
Global Affairs Canada, Government of Canada

March 2023 - September 2023

- Worked within the five person Cross-Sectoral Strategy Team within the Trade Commissioners Service
- Developed knowledge products in the form of web pages, briefing material, and presentations on sectoral investment programs and circular economy models, making use of HTML and the Microsoft Office suite to produce material which reflected various programs and initiatives for promoting Canadian sectors and trade

Covid Screener and Quarantine Officer
Ottawa Hospital and City of Ottawa

October 2021 - July 2022

- Managed hospital entry protocols, including record-keeping, vaccination verification to regulate visitor access, and enforcement of quarantine measures during COVID-19 outbreaks.

Data Entry and Mailroom Clerk
Canada Post

December 2018 – July 2020

- Assisted numerous clients and small businesses in promoting and advertising their enterprises through Canada Post
- Performed a wide range of template-based data entry and corrections on numerous invoices involving various clients and templates, including categorizing customer requests using Excel spreadsheets
- Assisted in the physical processing of mail and invoices in the mailroom for the process of record keeping, including through electronic scanning and physical filing

Supervisor, Cashier and Service Clerk
Wilson's Your Independent Grocer

June 2017 – January 2019

- Maintained store processes and procedures; including assisting in operations, opening and closing, counting and securing cash reserves, and assisting in training new staff members
- Supervised cashier staff and assisted customers in their purchases, returns and other queries related to inventory and store policies

Extracurricular Activities and Awards

- Participated actively in scouting for 12 years
- Enthusiastic builder of custom PCs and servers, skilled in home networking and automation, delivering reliable and efficient tech solutions.
- Achieved Bronze 4 sailing qualifications under CYA guidelines. Continues to race weekly (2010 present) in a keel boat fleet