

# Dakk K. Marrello

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## PROFILE OF QUALIFICATIONS

- Excellent ability to analyze and interpret the needs of clients and offer appropriate solutions.
  - Over 10 years of experience in sales, customer relations, and contractor management.
  - Proven consistency creating and enhancing strong client relationships.
  - Remarkable ability to analyze and interpret financial data and prepare financial reports, statements and projections.
  - Excellent project planning and time management skills.
  - Strong interpersonal and communication skills and the faculty to work effectively and conflict-free with a wide range of constituencies in a diverse community.
  - Ability to develop bid specifications and evaluate bids from contractors.
  - Robust capability to multitask, to quickly make decisions, and to be well-aware of my responsibilities.
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## PROFESSIONAL EXPERIENCE

York Condominium Corporation 224

2009-present

**Property Manager – Scarborough, Ontario, Canada**

Directing maintenance, all repairs, and daily operations for a residential complex

- Sourced contractors and negotiated contracts
- Supervised contractors ensuring timely and accurate workmanship
- Prioritized maintenance schedule based on safety, budget, and resident feedback
- Upgraded all computer systems and launched corporation email and website
- Implemented communication systems allowing easier interaction between residents and Board of Directors
- Attended monthly board meetings, presented property report, and prepared budgets
- Prepared and presented yearly property report and budget at AGM
- Communicated with Board of Directors on a weekly basis
- Worked with local police concerning security issues and installation of deterrents
- Assisted residents in the grievance and referral processes
- Inspected the property on a regular basis devising recommendations for the Board of Directors
- Ensured that all residents equally comply with the Condominium Act with regard to the established building codes, safety and aesthetic requirements

Mar Communications Ltd.

2005-present

**Sales Engineer – Markham, Ontario, Canada**

Providing in-house technical sales for phone systems as well as managing of day-to-day operations including; purchasing, cost control, customer relations, customer training, and marketing

- Collaborated with contractors, suppliers, and engineers from Canada, United States, and China to devise custom solutions for various customers
- Marketed and sold phone systems to the North American market with the majority of customers being small businesses requiring personal attention
- Developed relationships and managed accounts of high profile customers including AT&T, UPS, and the US Air Force
- Placed Mar Communications into internal memos of a Fortune 500 company as the recommended phone system provider for their IT departments
- Participated in all phases of design, development, and manufacturing of the AirWay product line
- Enhanced the product line based on input from distributors, dealers, and end users

**Mar Communications Ltd.****2001-2005****Communications / Network Engineer – Markham, Ontario, Canada**

Communication expert and programming specialist for small business phone systems, computer networks, and integrated security systems. Maintained all in-house electronic systems along with having been contracted to other companies for installation and maintenance of telecommunication, computer, and security systems

- Installed and maintained integrated computer systems including servers and workstations
- Administered LAN, WAN, Windows servers, Linux servers, mail servers, and web appliances
- Installed and programmed phone systems including those manufactured by Nortel, Lucent, and Siemens
- Programmed custom software enabling unique backups, security procedures, and system redundancy
- Performed hardware upgrades to phone systems, computer equipment, and networking components
- Designed and programmed websites in HTML, Java, and JavaScript
- Operated and maintained oscilloscopes, spectrum analyzers, DC power supplies, RF signal generators, and pneumatic test equipment

**Siemens Canada Ltd.****1999-2000****Administrator II – Mississauga, Ontario, Canada**

Responsible for designing procedures for efficient and fail safe upgrades of hardware and software with relation to security systems and PC workstations

- Advanced relationships with company executives in order to facilitate unobtrusive and efficient upgrade procedures for executive workstations
- Coordinated hardware repairs through external providers
- Designed and implemented of a Canada wide rollover procedure for new PC workstations
- Developed and executed a photo ID system by means of visiting various Siemens offices around Canada to train staff, install systems, and originate custom procedures

**Dominion Telephone Systems****1997-1998****System Administrator – Toronto, Ontario, Canada****EDUCATION**

- **Condominium Management and Administration Certificate Program, ACOMO** **2011-Current**  
*Humber College, Toronto, Ontario, Canada*
- **Bachelor of Engineering, Aerospace Engineering** **2001-2005**  
*Ryerson University, Toronto, Ontario, Canada*

**TECHNICAL TOOLS**

Software:	MS Office; Adobe Acrobat; Accounting software; Telecom software; Security software
Engineering Software:	AutoCAD, FLUENT, ANSYS, and CATIA
Operating Systems:	MS Windows 2000, XP, 7, Windows server; Linux, UNIX; Proprietary based systems
Programming:	MATLAB, C, Visual Basic, html, java script
Hardware:	Servers, custom PCs, routers, hubs, switches, voicemail, phone switches

**INTERESTS**

- Aeroplanes, animals, cars, exotic foods, history of technology, home renovations, squash, theatre, travel