

PROFILE

Recent school leaver (2022) seeking part time work locally while studying to pursue a career in Administration, Business and Information Technology.

SKILLS

- Interpersonal and customer service skills
- Strong written and verbal communication
- Problem solving
- Strong IT and multi-media skills.

PERSONAL ATTRIBUTES

- Hard working and flexible
- Able to manage competing demands, demonstrated by successfully working part time in IT support while completing the HSC and maintaining volunteer work commitments
- Able to follow instructions, and work independently or as part of a team
- Motivated by helping others, expanding skills, and the challenge of working through complex problems.

EDUCATION

Higher School Certificate (HSC) completed 2022
Wyong Christian Community School

PROFESSIONAL WORK EXPERIENCE

Nettko IT Solutions | Level 1 Support Engineer

Nov 2022 – Jan 2023

This position involves supporting Service Desk operations including on and off site service and support for internal infrastructure and managed customer environments.

Duties included:

- providing support for Microsoft centric technologies and core business applications to both internal business units and customers including Windows Desktops and Servers, Exchange and Microsoft Teams
- configuring, setup and support for Microsoft Remote Desktop Services
- administrative support including Office 365, server and workstations
- coordinating third party product support and working with external vendors
- supporting internal business IT systems and infrastructure
- basic troubleshooting with networking infrastructure.

Digital welcome mat I Junior IT support

2020-2022

This position involves diagnosing and resolving hardware and software faults, setting up IT equipment and systems, reporting and documentation.

Achievements and contributions:

- Setup new PCs including installing operating system, drivers, applications, initialisation and customisation based on specifically dictated requirements
- PC backup reimaging and deployment using image-based backup software
- Setup new user accounts including detailed user preferences based on documented criteria
- Microsoft Access database development - various tasks under direction including, user interface development, coding, and report creation
- Experience with Hyper-V virtualisation technology and concepts.

VOLUNTEER WORK

Lighthouse Church Central Coast I Multi-media team member

2020-2022

Sound team volunteer

- Set up, mix and optimise sound for gathering of 150-200 people, training for one year now full team member (independent)

Audio-visual volunteer

- Arranging and ordering audio-visual content (song lyrics, PowerPoint slides, YouTube videos), running live Zoom streaming

OTHER EXPERIENCE

School yearbook producer	2019-2021
School peer support leader	2019-2020
Student representative council member	2019-2020
Scouting Australia	2012-2019

OTHER RELEVANT

Australian citizen and Central Coast resident
NSW drivers licence

REFEREES

Rex Withers
Digital welcome mat I Owner/manager
Phone: 0404 493 770

Jayden O'Shea
Lighthouse Church Central Coast I Sound and media team leader
Phone: 0403 819 758