



CV of [Allain Woodsford](#)
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Career Objective

Work in a junior development role either as a front-end engineer or full stack developer within a growing company or start up. Constantly improve skill set and keep up to date with latest technologies and Industry Standards. Ideally a role where I can continue to learn new things.

Education / Further Learning

- Bachelor's Degree of Information Technology: Games Design and Development 2012
- 2015 (GPA 2.704, credit average) awarded by Macquarie University, Sydney Australia
- Years 11 & 12 Georges River College Oatley 2010 - 2011
- Years 7 - 10 Marist College Penshurst 2006 - 2009
- Web Development Bootcamp (Dr Angela Yu, Udemy)
- Freemote Platform Developer Bootcamp (Shopify)

Skills

- Experience with: Microsoft platforms i.e. Azure , Teams , Office 365, SharePoint, GIT and Windows Server
- React Development experience, (MERN stack)
- Node JS / Express
- Programming Experience with: HTML, CSS, JavaScript, PowerShell, Python, C#
- Frameworks: MUI material, Tailwind CSS, Bootstrap
- Web Design & Development, Shopify
- Figma
- SQL and Mongoose experience
- Databases: MySQL, MongoDB
- Agile Development Methodology
- IT Support Troubleshooting
- Remote Desktop Support for Clients and issues
- Team management software: Trello ,Confluence, Google Drive, Slack, Zoom, JIRA and Email.
- Excellent Documentation Skills
- Unity Game Engine

Employment History

Community Legal Centres Australia: Helpdesk Officer - 2021 Nov - Current

Working as a helpdesk officer for CLC's Australia who help provide Advocacy, CLASS web app and other programs to more than 140 mainly not for profit Legal Centres around Australia.

- Level 1 & 2 Helpdesk Support
- Project work and video calls with stakeholders
- Using Mail Chimp to post a monthly newsletter for our subscribers
- Testing bugs liaising with developers
- Documenting processes and workflows in confluence
- Lodging Feedback and bugs on JIRA
- Light project work and migrations

Firefly Learning Ltd: Support Analyst - 2019 April - July 2021

Firefly is a School management system and education platform for about 600 schools internationally. I'm part of the Support and Operations team where my day to day role can include:

Answering the Phone in regards to Product Support

Replying to emails and tickets and troubleshooting user problems from all levels of a Schools operation i.e. from Parents & Students, It teams, Head of the School / Principal and 3rd party organizations or teams.

- Internal Support and helping with on boarding of new Schools setting up integrations
- Using Remote Support for urgent issues
- Internal Server work and creating reports using SQL
- Create training material on our Intranet
- General First Level Support for Clients as well as the more complicated issues
- Data Security & Compliance
- Supporting Remote learning during the Pandemic

- Maintaining KPI's i.e. 95% customer satisfaction

This is a role that requires thinking on the job as well as giving me exposure to many different software and tools and interacting with each other. There is a lot of room for unique solutions! A highlight of mine so far is doing 3 Local to Cloud Migrations in one week; these are tickets that require extensive & careful work as well as communication / meetings with the School itself , thorough testing and coordinating efforts between teams.

Other Challenges are continuing to Support Schools who have to go into Remote Learning only during Covid-19 Lockdowns and help managing Operations at this time.

Shakers Cafe Riverwood: Barista and Front of house Manager 2017 June - 2018 (Full time)

Helping run a newly opened cafe, primarily at the front of house my responsibilities included:

- Barista
- Customer service
- Creating a welcoming atmosphere
- Register and money handling
- Training new front staff
- Social Media Management

This was about 90+ hours a week or more helping run a new business is quite difficult and came with many challenges and highlights in particular maintaining consistent quality of service

Systemology Australia: Graduate Engineer 2017 January - 2017 June

This job involved me working with Australian Government Agencies and private networks. My work was focused on the Microsoft System Center Service Manager suite including how to: install, troubleshoot, modify and customise this to a client's needs.

- Windows Server work and Administration of Microsoft Platforms
- Powershell
- Install and Modify Microsoft System Center Service Manager
- Remote access
- Liaising with all levels of an organisation on a project

WDS/Samsung Sydney Head office: Call Center Agent 2016 March - 2016 June

Project Work: Employed at Samsung's Sydney head office to undergo a special project reaching out to specific customers. This was a large team effort that I was a part of in order to successfully make contact with our targeted list of clients within the 3 month deadline.

Quality & quantity: There was a daily KPI to meet in addition each individual call was monitored for quality as the work I was doing for Samsung was required to be at a very high standard. On average I was able to hit above the required targeted KPI daily.

**References available on
request**