

# Angus Munro

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## **WORK EXPERIENCE**

**Tambla** - Providing intelligent workforce solutions to enterprise and government organisations with large, shift-based workforces

**06/2021 - 05/2022**

### **Application Support Analyst**

- Maintained data storage; assessed database design; gathered, organised, and interpreted statistical information
- Executed queries in customer employee payroll databases with SQL
- Raised and maintained ticketed tasks in DevOps
- Set up and maintained automatic employee payroll export
- Built organisational structure and payroll work rules for customers
- Investigated root cause of customer database structural issues
- Lead customer software training

**Redback Connect** - Structured corporate communications via digital media

**06/2019 - 06/2021**

### **Technical Support Specialist**

- Supported clients throughout Australia & New Zealand, including Cancer Council of Australia, The Education Network, and others.
- Conducted and managed live teleconferences
- Provide technical assistance to customers
- Version control support
- Browser configuration
- Video and audio editing of webinar recordings

**Liquorland** - An iconic Australian liquor store chain, a part of the Coles Group.

**11/2019 - 06/2021**

### **Retail Assistant (Casual)**

- Created and maintained stock and sales volume reports
- Stock order management
- Point of Sales (POS) Operation
- Display management and store layout

## **EDUCATION**

Bachelor of Arts - Media, Macquarie University (graduating 2023)

High School Certificate, Knox Grammar School (graduated 2015)