

# Benjamin Rutt

CYBER SECURITY BACHELORS · STUDENT

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"Quality is not an act, it is a habit"

## Summary

Dedicated IT professional with over 6 years of experience in customer service and strong technical support. Proven ability to manage customer interactions, troubleshoot network and software issues, and maintain data integrity. Currently pursuing a Bachelor's degree in Cyber Security at Griffith University, aiming to leverage technical skills in Cyber Security and Help Desk roles.

## Work Experience

### Lyndon Davis Amcal Chemist

PHARMACY ASSISTANT

Brisbane, Australia

May. 2022 - Current

- Managed stock and customer service operations.
- Handled phone inquiries, scheduled appointments, and provided medication guidance.
- Performed data entry and software troubleshooting..

### Fiverr.

WEBSITE AUDITOR/DATA ANALYST

Brisbane, Australia

Feb. 2021 - May. 2022

- Enhanced online store conversions and designed personalized websites.
- Analyzed traffic data and created detailed client reports.
- Troubleshoot website issues and managed backend operations.

### Goodman Fielder

DISPATCH TEAM MEMBER

Burleigh Heads, QLD

March. 2019 - Feb. 2021

- Managed inventory with RF scanners and maintained accurate records.
- Loaded/unloaded materials and ensured OSHA compliance.
- Conducted cycle counts and prepared orders for shipment.

### Coles

STORE TEAM MEMBER

Brisbane / Goldcoast, QLD

July. 2018 - March. 2019

- Organized shelves, managed inventory, and handled cash transactions.
- Assisted customers and maintained store cleanliness.
- Conducted inventory inspections and replenished stock.

## Education

### Griffith University

Brisbane, QLD

Mar. 2024 - Current

BACHELOR OF CYBER SECURITY

- Relevant Courses: Digital Forensics, Applied Network Security, Cyber Security Defence

### Griffith College

Brisbane, QLD

Jul. 2022 - Jun. 2023

DIPLOMA OF INFORMATION TECHNOLOGY - COMPLETED

- Relevant Courses: Web Technologies, Human Computer Interaction

### Cleveland District State High School

Brisbane, QLD

Jan. 2012 - Nov. 2017

HIGH SCHOOL CERTIFICATE

- Focus Areas: Information and Computer Technologies, Programming

## Certificates

### Amcal

Brisbane, QLD

Sep. 2022 - Nov. 2022

S2/S3 DISTRIBUTION OF PHARMACY MEDICINE CERTIFICATE.

- Distribution of S2/S3 pharmacy grade medicine.

### Griffith College

Brisbane, QLD

Jan. 2023

COMPUTER SYSTEMS AND NETWORKS

- Digital Logic, Operating Systems

## **Skills**

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### BENJAMINS SKILLS

- Network Troubleshooting.
- Software and Hardware Setup.
- Cyber Security Principles.
- Data Analysis.
- Exceptional Customer Service.
- Technical Support.
- Written and Verbal Communication
- Organization and Problem Solving