# Callum Good

New Zealand | 022 174 0465 | goodcc97@gmail.com

Portfolio: callum-good.github.io | LinkedIn: www.linkedin.com/in/callum-good-3a2ab51ab/ | GitHub: github.com/Callum-Good

## SKILLS

### Applications and Software

- Active Directory
- Microsoft Exchange Admin Centre
- Cisco products
- Visual studio
- Git
- Postman

### Languages

- C#
- ASP.NET
- SQL
- Visual Basic
- JavaScript
- Python
- C++

### Customer service

- Over the phone/ remote troubleshooting
- Troubleshooting networking issues
- OS troubleshooting
- Hardware troubleshooting (Phones, PCs)
- Office 365 troubleshooting
- Patience, calmness, empathy

### Concepts

- Algorithms
- Database Management
- Object Oriented Programming
- Data structures

## EXPERIENCE

**SENIOR SERVICES REPRESENTATIVE** at the University of Otago **| *April 2022 – Present***

- First level IT support to over 20,000 students and 4,000 staff members
- Responsible for liaising with other teams/entities to get the client the exact support they need
- Manging tickets, phone calls and live chats to provide fast and consistent support

**SOFTWARE DEVELOPER** at COMS Systems Limited **| *March 2022 – Present***

- Extensive research of new and niche technologies for proof-of-concept projects
- Use of C#, ASP.NET core and MQTT technologies for IOT projects

**SERVICE DESK ENGINEER** at HW Richardson Group **| *November 2020 – January 2022***

- First level IT support to over 2,500 staff members across 48 companies and 6 industry sectors
- Specialised in and championed proprietary software used by a large portion of the company

## EDUCATION

**Bachelor of Information Technology** from ***Otago Polytechnic*** and ***The Southern Institute of Technology*** | Graduated **November 2022**

- Awarded the New Zealand Aluminium Smelters Limited Award for Top Year 3 Team Project

## REFERENCES

**Ryan Leask** Service Desk Team Leader, HWR
**Work phone:** 027 548 1155
**Email:** ryan.leask@hwr.co.nz

**John Steele** AskIT Group Leader, University of Otago
**Work phone:** 021 279 2490
**Email:** john.steele@otago.ac.nz

**Grayson Orr** Lecturer at Otago Polytechnic
**Work phone:** 027 302 6129
**Email:** graysono@op.ac.nz

**Anita Murphy** Programme Manager
**Phone:** +64 3-211-2699
**Email:** Anita.Murphy@sit.ac.nz