

Curriculum Vitæ

CARR-GREGG, Gordon

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Relevant Skills:

- Strong interpersonal and client relations communications.
- Full pipeline Digital Production skill-set for film media, digital composite and specializing in 3D.
- Technically minded, with a passion for computers & computer systems. IT systems thinking focused.
- Friendly, enthusiastic & passionate. Dedicated and Focused.

Education:

- 2011-2012: Completed a **Masters of Animation** program at the Faculty of Design, Architecture and Building. UTS, City Campus. Graduating 8/05/2013
- 2007-2010: Studied for and completed a **Bachelor of Digital Media Degree** at the University of New South Wales, COFA campus.
- 2006: Graduated with HSC from Sydney Grammar School
- 2008-2009: Completed CERT 3 in Customer Contact at TAFE through employment.
- 2011: Hold current RSA, RCG & FIRST Aid Qualifications.

Employment:

2012-2013 Employed as a Tech Graduate in the Telstra Graduate program IT stream.

Positions Included:

- Media Architecture Placement. - Training and Development in TDP Waterfall within the Media Architecture Group
- Christmas Casual Placement. - Customer facing Training and Development at Market St T-Life store.

2011-2012: Employed as a Hybrid Sales/Service Technician for **TELSTRA PLUS PREMIUM SUPPORT**

Positions Included:

- Bundles Team Outbound Support - With the launch of the new Telstra Bundle packages providing included Premium IT Support to select Telstra Consumer, Business Enterprise and Government Clients. Including Telstra Plus Promotion and Cross-Selling Additional Telstra Plus and Bigpond Services/Products
- Inbound Hybrid Sales & Service - Providing Premium IT Support and Advice Services on a variety of IT issues to Telstra Plus clients and scheduling / managing appointments for Telstra Plus field Product Support Personnel &CT's

- Handling billing, subscription & warranty support, BBHD & BPTS leads & referrals
- Apple SME support for Telstra Plus Service
- SME for course development for Telstra Plus Training materials for Telstra Learning Academy

2008-2011: Employed in a Variety of Roles by **TELSTRA BIGPOND & SALMAT SALESFORCE.**

Positions Included:

- Deployment Support Officer (1 year)- Supervisory role for troubleshooting technical errors with the roll-out of a new billing & client management support system across all Telstra & Foxtel services. Co-ordinated with Team Leaders in the largest corporate IT transformation in the southern hemisphere to implement CRM SIEBEL to the bigpond channel.
- Trainer (6 Months) - Responsible for the care & month long technical training for new staff to Telstra Bigpond including system support, revision and update of training materials & business principles and strategies.
- Weekend Systems lead (6 months) - Responsible for the technical running of IT infrastructure and workforce management over weekends.
- Back of House (8 months) - technical role of case-based client management for programming errors with the creation of new broadband connections for Business & Residential Customers.
- Customer Service Representative - Billing & Activations support for a variety of Telstra Services.

References:

Rabih Mourad,

Telstra Plus Senior Team Leader

0423157854

rabih.mourad@team.telstra.com

Justin Harwood,

Telstra Bigpond Team Leader

0423157854

Jus10harwood@yahoo.com.au

Personal Details:

Name: Gordon Robert Carr-Gregg

Age & DOB: 25 years, 20-02-1988

Nationality: Dual Citizen Australian & British Citizen

Contact Number: 0405 837 047

Languages Known: English

Other Activities & Hobbies:

Skiing, climbing & diving. Film, games & television.

Performance (acrobatics & pyrotechnics)

Boy Scout, Venturer & Rover, Australian Air Force Cadet Corporal.

Currently serving as a Professional Volunteer in Training as a Rescue Operative with NSW State Emergency Services.

Declaration

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

Gordon Carr-Gregg