CRISTIAN QUILINDERINO

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Melbourne, VIC

WORK EXPERIENCE

Centorrino Technologies, Coburg

Service Delivery Analyst   Oct. 2022 – Present
- Work closely with clients and CT to identify, analyse and solve pain points.
- Review and manage processes and drive ITIL maturity within the appropriate departments.
- Deliver monthly service reports and identified actions for service improvement.
- Collate data and generate custom reports (user audits, hardware utilisation etc.).
- Monitored and tracked project milestones, deliverables, and general health of my clients.
- Lead Continual Service Improvement for my clients to develop and improve existing processes.
- Coordinated Disaster Recovery Plan testing to update and ensure accuracy of plans.
- Took ownership of major incidents while keeping effective communication, coordination of resources and assistance in post incident reviews.

Desktop Support Officer (L2)   Feb. 2021 – Oct. 2021
- Provided L2 on-site IT support for a wide range of technologies.
- Quickly established and maintained strong relationships with my customers on-sit to determine customer's pain points and communicated potential solutions to SDM's and CSM's.

Edu-Kingdom College, Truganina

Tutor (Math, Science)   Sep. 2019 – Nov. 2021
- Articulated advanced concepts and topics to students in a way that was easy to understand.
- Successfully prepared students undertaking scholarship / selective school entrance exams.

AGA | Killara Primary School, Sunbury

ICT Support Technician   Jan. 2016 – Feb. 2018
- Simplified IT concepts and issues for a non-technical audience.
- Successfully deployed several school technologies programs under time constraints.

EDUCATION

Royal Melbourne Institute of Technology

Bachelor's Degree in Information Technology   *ETA* Oct. 2023
- *Volleyball Club, and Outdoors Club*

SKILLS & INTERESTS

- **Skills:** ITIL; continual service improvement; documentation management; relationship management; quality assurance; network troubleshooting; hardware repair; stakeholder engagement; change management; problem management; problem solving; Microsoft Suite; Python; C#.

- **Interests**: Investing; bouldering; Avatar The Last Airbender; gym, reading; Star Wars; mountain biking; hiking; custom keyboards; Gundam model kits, programming.