

DAVID MACKENZIE

DEVELOPMENT | SUPPORT | ADMIN



22 Railway Pde,
Norman Park 4170



0458 206 968



davebmackenzie
@gmail.com



SUMMARY

I have extensive experience in development, administration and support roles. I have recently obtained tertiary qualifications to complement that experience, and am seeking employment in a development role.



EDUCATION

Bachelor of IT (Information Systems)



2017

Diploma of IT (Networking)



Southbank Institute of Technology 2014



SKILLS

Ajax



Angular



C



C#



C++



CSS3



HTML5



Java



JavaScript



jQuery



MySQL



Node.js



PHP



Python



React.js



EXPERIENCE

2011 - 2013



WorleyParsons

Deskside Support Officer

1st / 2nd level support, remote & deskside. Onboarding / Demobilisation. Rollouts. Floor / Building moves. Remote office setups. Mobile Device deployment / tracking / management.

2010 - 2011



Suncorp

Second Level Support Consultant

2nd level support for non-trivial problems. Incident management. Break/Fix resolutions. Solution documentation.

2010 - 2010



Lifeline Community Care Qld

Internal Client Support Officer

1st / 2nd level support, mostly remote. Account Admin. Citrix, VoIP and thin clients.

2010 - 2010



Ausenco

Desktop Support Administrator

Account administration. 1st / 2nd level support, remote & deskside. Workstation / Laptop builds / rollouts.

2008 - 2009



KBR / EOS Joint Venture

Desktop Support Analyst

1st / 2nd level support, remote & deskside. Onboarding / Demobilisation. Hardware Asset Management.

2003 - 2008



Titan Garages and Sheds

System Administrator

Responsible for all IT service delivery. Management of legacy systems. Remote office setups. Hardware procurement. Backups. Web development.

1997 - 2002



Morris International

Software Developer (Lvl 4)

Database administration. Design and development of forms/ reports. Application design and development.



ACHIEVEMENTS



COMPETENCIES

High Distinctions:

Final Capstone Project (LAMP/Full Stack)

Business Process Modelling (BPMN2)

Microprocessors and Digital Systems (C)

Programming Principles (C#)

Distinctions:

Enterprise Architecture (UML)

Modelling Information Systems (UML)

Business of Information Technology

Project Management (Agile)

Building IT Systems (Python)

Network Administration (CCNA-1)

VoIP admin experience. Cisco, Alcatel, Mitel

Active Directory and Exchange Server Usage

Video-Conferencing Troubleshooting

Follow, Update and Create Documentation

Mobile Device Admin. (iPhone, Android, BB)

All versions of MS Windows 3.1 – 8.1

Excellent communication skills, written and verbal.

Open Driver's License and Reliable Vehicle

Collaborative / Brainstormer

Punctual / Presentable / P.C.



REFERENCES

Michael Garlick



Team Leader

0417 953 176

Blake Telfar



Team Leader

0479 051 669

Aaron Titman



Service Desk Lead

0419 650 219

Andrew Beloff



Office Manager

07 3398 2931



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