

Diana McKinlay

Junior Developer

0411134679



dianamckinlay8@gmail.com



Canberra, Australia



CERTIFICATIONS

MB – 900
Dynamics Fundamentals

General Assembly
Javascript

TECHNICAL SKILLS

Visual Studio
Dynamics 365
Salesforce
Microsoft Office 365
HTML
CSS
JavaScript
C#
.net
Active Directory
Git
Octopus Deploy
Powershell

PROFESSIONAL EXPERIENCE

Application Administrator / Associate Developer

Datacom

March 2017 – Current

- ◆ Assisting on internal development project using JavaScript and .net core
- ◆ Portal upgrades within Dynamics
- ◆ Internal PowerApps development
- ◆ Level 2/3 technical support for Sharepoint, Salesforce and Dynamics clients
- ◆ Writing and updating technical documentation
- ◆ Training staff in use of systems and procedures
- ◆ Mentorship program for service desk staff
- ◆ Assist Level 3 staff as required
- ◆ Coordinate and action change requests
- ◆ Update and complete patching on servers
- ◆ Complete Daily Health Checks on client systems
- ◆ Build and maintain Dynamics 365 environment
- ◆ Scripting and Powershell
- ◆ Update and maintain sharepoint sites
- ◆ Change management
- ◆ Update servers and applications using industry standard build tools

Office Manager

Sound Advice

February 2013 – March 2017

- ◆ Reception duties
- ◆ Order stock and customer special orders
- ◆ Maintain inventory of stock for install work and office supplies
- ◆ Internal IT support
- ◆ Liase with external IT providers
- ◆ Create and reconcile purchase orders
- ◆ Accounts Payable
- ◆ Enter quotes and prepare stock for upcoming works
- ◆ Raise and assign work tickets

Diana McKinlay

Junior Developer

EXPERTISE

Staff Training
Documentation
Customer Support
Inventory Management
Data Entry
Eye for detail and accuracy
POS systems
Problem Solving

REFERENCE

Ric Jarratt
Dynamics 365 Developer
Datacom
0432885522
ric.jarratt@datacom.com.au

Emily Ogilvie
Security Advisor
Datacom
0477064858
emily.ogilvie@datacom.com.au

PROFESSIONAL EXPERIENCE CONTINUED

Receptionist

FiveStar Electrical

February 2012 – February 2013

- ◆ Handling all phone enquiries
- ◆ Booking customer appointments and coordinating available staff
- ◆ Managing on call roster
- ◆ Reconcile purchase orders against invoices and statements
- ◆ Reconcile staff time sheets
- ◆ Enter staff work reports into ticketing / invoicing system and warranty paperwork
- ◆ Maintain staff accreditation records
- ◆ Booking servicing / repairs for fleet vehicles
- ◆ Registration and Insurance for fleet vehicles
- ◆ Stock ordering and inventory management

Office Administrator

McGlades Jewellers

January 2009 – February 2012

- ◆ Manage retail office and liase with business managers
- ◆ Implemented new computerized POS system
- ◆ Training staff to use the new system specific to their role in the company ie jewellers, repair team, POS
- ◆ Customer Service and POS
- ◆ Handling phone enquiries
- ◆ Inventory management and stocktake
- ◆ Photographing, weighing and measuitng items accurately for valuation purposes
- ◆ Photographing stock for store website
- ◆ Typing of valuation and insurance paperwork and legal documents
- ◆ Liasing with suppliers both in Australia and overseas
- ◆ Entering and maintaining customer database for orders, repairs and laybys
- ◆ Data entry migration from paper records to new computerized system