Don Yoon

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Career Objective

Passionate IT professional with a strong background in computer networking and a proven history of success in the technical industry. Skilled in technical support, network troubleshooting, time management, and teamwork. Recently graduated with a Bachelor of IT (Network Security) and seeking a junior IT position or graduate program to apply and expand my knowledge in the field.

Work Experience

IT Technical Support
POSWAY PTY LTD, North Strathfield, NSW (Dec. 2020 – Nov. 2022)

- Provided primary IT support for hospitality, retail store networks, and office staff.
- Addressed various hardware and software issues, including device troubleshooting, system updates, and network connectivity, both on-site and remotely using TeamViewer.
- Installed, configured, and maintained POS systems, incorporating hardware, switches, and network printers.
- Troubleshot user networking and account issues (Active Directory) for office staff.
- Supported peripheral devices and add-ons, such as ANZ, Westpac Presto, and EFTPOS.
- Escalated complex issues to IT manager, team members, suppliers, and vendors as needed.
- Created internal IT documentation, including POS setup and installation checklists.
- Tested new and custom applications prior to release.

Sales Associate
Watch Station (Fossil Group, Inc.), Homebush, NSW **(**Oct. 2019 – Dec. 2020)

- Delivered excellent customer service through floor sales and assisted customers with purchases.
- Achieved individual and team sales targets.
- Performed daily department tasks, including stocking, creating merchandise displays, pricing markdowns, transferring merchandise, inventory control, and processing transactions.
- Worked closely with the team to support day-to-day operations of the boutique.

Education

Bachelor of IT (Network Security)
TAFE NSW, 2019-2023

Relevant Courses: Advanced Network Security (ITNET302A), Cloud Computing (ITNET313A), Advanced Internetworking (ITICT203A), Wireless Networks (ITICT202A), Virtualisation (ITICT205A), Big Data and Advanced Database Concepts (ITDAT301A), Basic Programming (ITICT102A), Basic Cryptography (ITNET101A)

Technical Skills

Networking:	TCP/IP, DNS, Subnetting, VLANs, Switching, Routing
Programming Languages:	Python, SQL, JavaScript, Node.js
Web Technologies:	HTML, Bootstrap, PHP, CSS
Databases:	MS SQL Server 2014, MongoDB, Amazon AWS
Operating Systems:	Windows (10, 11), macOS, Linux
Remote Access:	TeamViewer, Microsoft Remote Desktop

Volunteering

Bay City Care Community FoodCare, Arncliffe, NSW **(**Jan. 2021 – Oct. 2021)

Volunteered with Bay City Care's Emergency Relief Services and Community Support Centre, contributing to their Department of Social Services-funded Community FoodCare program; assisted in providing affordable grocery hampers, free fruits, vegetables, and bread to families and individuals facing crisis or financial hardship.