

# Don Yoon

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## About

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 to apply and expand my knowledge in the field.

## Experience

### Delivery Partner

**Amazon Flex** | Botany, NSW | Apr. 2023 – Present

- Efficiently managed package deliveries for a variety of customers, leveraging the Amazon Flex app for route navigation, package scanning, and delivery confirmation, showcasing strong time-management skills and technological proficiency.
- Ensured high customer satisfaction through careful package handling and effective communication, demonstrating excellent customer service skills.
- Adapted to changes in routes or schedules and problem-solved in various situations, displaying resilience and flexibility.
- Operated independently, demonstrating self-discipline, organization, and self-motivation.

### 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.
- Troubleshoot 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 | Secure Programming | Cloud Computing | Virtualisation | Advanced Internetworking | Big Data and Advanced Database Concepts | Project Management

## Skills

Networking:	TCP/IP, DNS, Subnetting, Network Switching, Routing Protocols
Programming Languages:	Python, JavaScript
Databases:	SQL, MongoDB
Web Technologies:	HTML, CSS, Bootstrap, Node.js, React
Operating Systems:	Windows (10, 11), macOS, Linux
Remote Access:	TeamViewer, Microsoft Remote Desktop