

# 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 (Cyber Security) and seeking a junior IT position or graduate program to apply and expand my knowledge in the field.

## Education

### **Bachelor of Information Technology (Cyber 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 Summary

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

## 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.
- 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.

## Volunteer Experience

**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.