

ERVIN JOHN GONZALES

Adelaide, SA 5000 | +61 449 658 516 | ervin.john.gonzales@gmail.com

[Linkedin.com](#) | [GitHub](#) | [Portfolio Website](#)

PROFILE

I adapt quickly in a fast-changing environment. Doing tasks, solving problems, and immersing myself in the process is how I analyse them best. Working with a team is a two-way relationship, which is why I make sure to always bring value and results to the table. I have extensive experience in customer service and IT technical support. I have a positive can-do attitude. Breaking down complicated technical details and explaining them to normal people is what I do best.

Software Development and Web Development:

- [Project](#) - I can develop desktop applications with working GUIs and databases using Python, Tkinter and MySQL workbench.
- [Repository](#) - I can design, develop, and release customized websites using my HTML, CSS, JavaScript, and GitHub experience.
- [Repository](#) - I can write SQL functions and commands to retrieve and organise specified data elements from databases.
- I have experience in using PowerBI for data analysis, visualization, and extrapolation.
- I have working knowledge on the agile software development cycle where features and updates are continuously released through iterations.

Administration and Payroll:

- I can produce professional documents and presentations using the advanced training I received from Unionbank on the use of the Microsoft Office Suite.
- I can retrieve employee accounts payable information, file confidential payroll documents and use employee payroll databases.

Soft Skills:

- Attention to detail – I am accurate and consistent at completing repetitive tasks such as account reconciliation, banking transactions, cash handling and high-volume data-entry.
- Written and verbal communication – I can clearly communicate concise troubleshooting instructions through phone and email.
- Time-management, planning and organization [Kodomo no Hi](#) | [AnimeGO!](#) | [University](#) – I help plan, organise, and manage large community events.
- Teamwork – I communicate and work well with other people from different cultures and backgrounds.
- Autonomous – I can work independently and demonstrate initiative to bring results to the table.

Customer Service and Technical Support:

- I can provide Level 1, 2 and 3 troubleshooting support to customers.
- Completed hardware and software issue ticket through on-site and remote system diagnosis.

EDUCATION

Master of Business in Information Systems

Torrens University

Adelaide, Australia - completed May 2021

Bachelor of Science in Management of Financial Institutions

De La Salle University

Manila, Philippines - completed December 2017

EXPERIENCE

ALLIED GAMING PC

ICT Customer Support Officer

Custom-built computer manufacturer and distributor, shipping high-quality systems nationwide.

Beverley, SA

May to November 2020

- Provides customers with technical solutions and information on company warranty and return policies via emailing system or Voice over Internet Protocol (VoIP).
- Provides immediate troubleshooting solutions to hardware and software related issues.
- Manages tickets and e-parcel returns for component and system warranty claims.
- Processes invoices for customer requested upgrades.
- Organises and manages support tickets using Enterprise Resource Planning (ERP) system.
- Conducts on-site system building, repair, and component replacement of returning faulty systems when required.
- Processes component replacements.
- Elevates customer refunds and requests for compensation to management.

UNIONBANK OF THE PHILIPPINES

Sales and Service Assistant

UBP is a publicly listed universal bank in the Philippines. It distinguishes itself from its competitors through superior technology and excellent financial service.

Manila, Philippines

July 2018 to January 2019

- Accommodates daily customer banking transactions.
- Extracts financial information and generates reports using in-house Enterprise Resource Planning (ERP) system.
- Reconciles accounts at the end of every transaction day.
- Ensures all incoming and outgoing cash is accounted for and secured in cash drawer.
- Checks the validity of bank notes, cheques, and client identification documents.
- Accurately exchanges client foreign currencies upon demand.
- Explains company investment products and account classifications to inquiring clients.
- Creates reports on customer tax filing and miscellaneous government fees or payments.
- Complies with anti-money laundering and banking secrecy policies.
- Observes standard Know Your Client (KYC) procedures and provides excellent service to clients.

BANGKO SENTRAL NG PILIPINAS
Payroll Trainee

Manila, Philippines
September to November 2017

The Philippine Central Bank is responsible for regulating all financial institutions in the country as well as the printing and circulation of the national currency.

- Contacts employees that have overdue (Accounts Payable) AP accounts.
 - Files and organises confidential documents.
 - Extracts previous employee remuneration accounts statements using in-house database system.
 - Handles incoming and outgoing correspondence of the bank's payroll division.
 - Accommodates employee inquiries on the phone and in the office space.
 - Identifies and reports remaining balances of existing aging AP to senior manager for closing.
 - Retrieves and sends confidential account documents to the accountancy department.
 - Completes other miscellaneous tasks as required by management.
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JAPAN AUSTRALIA FRIENDSHIP ASSOCIATION (JAFA)

Equipment and Logistics Manager

January 2019 to Present

Established in 1998 as a social and cultural non-profit volunteer organization to promote friendship between Australia and Japan.

- Works both independently and with other committee members.
- Organises, schedules, and acquires equipment and logistics for JAFA sponsored events.
- Contacts and negotiates with external and internal equipment providers.
- Plans, schedules, and organises setup and pack-up of event equipment.
- Directs event personnel during setup and pack-up.
- Manages equipment quotes and invoices.

MINIMAX

Store Person

August 2019 to May 2020

Minimax is one of the leading retailers of premium kitchenware in Australia.

- Attends to customer and supplier queries via phone, email and online.
- Manages invoices and transfers receipts.
- Demonstrates teamwork by co-operating and assisting co-workers as needed.
- Double-checks delivery dockets in accordance with the company procedure.
- Elevates breakages, under/overages, or invoicing issues to branch manager or Head Office.
- Completes claims for faulty stock.
- Manages stock integrity of all inwards/outwards goods.
- Prepares storeroom for stock-take.

Student Representative Council – Torrens University

Finance Deputy

August 2019 – Present

The SRC is a student led organization tasked with making fellow students feel welcome.

- Manages and organises event budgeting.
- Documents minutes during meetings.
- Fulfills other office administration responsibilities as required by the council or university.

Chartered Professional Accountants (CPA) AUSTRALIA

Student ambassador

September 2019 to July 2020

CPA Australia is one of the world's largest accounting bodies.

- Promotes CPA programs and events at university campus.
- Represents CPA Australia and answers queries regarding membership benefits at job fairs and networking events.

REFEREES

Contact details to be provided upon request.

Deepa Mathew
Lecturer
Torrens University

Amanda Vawser
Manager
Minimax Australia

Aron Jackson
Company Owner
Allied Gaming PC

Luke Flesher
Head of Sales and Marketing
Allied Gaming PC

Chris Mckay
Treasurer
Japan Australia Friendship Association

Kelly Cairns
Campus Director
Torrens University Australia – Wakefield Campus

Eloise Pascoe
Online Campus Director
Torrens University Australia – Wakefield Campus