

# Dillon Nethercote

## Student

I'm a third-year university student studying a Bachelor of Information Technology at Griffith University. My passion for learning and growing as a person has encouraged me to find experience in the industry whilst still studying. I'm interested in networking and security with hobbies including full stack web development and software engineering. So far in my degree I have learnt the importance of ITIL best practices, information systems analysis and design, how software languages operate and most importantly customer facing skills.

version 2.4

### Education

|                      |  |
|----------------------|--|
| 2019-01<br>- present | <b>Griffith University, Brisbane</b><br><i>Bachelor of Information Technology, Networks and Security</i> |
| - 2016-11            | <b>St. Mary's College, Maryborough</b><br><i>High School</i>   |

### Awards

- Griffith Award for Academic Excellence**  
Awarded for achieving a GPA of 6.0 or greater in 2020
- Griffith Futures Scholarship - 2020**

### Work History

|                      |   |
|----------------------|---|
| 2019-09<br>- present | <b>Bottle Shop Assistant</b><br><i>BWS, Brisbane</i><br><br>Current casual employee for BWS. A focus in customer service and support, de-escalation of intense situations and customer safety. <ul style="list-style-type: none"><li>Responsible for the service of alcohol and tobacco with strong interpersonal and communications skills</li></ul> |
| 2018-09<br>- 2019-09 | <b>Cashier/Cook</b><br><i>Grill'd, Brisbane</i><br><br>A back-area cook focusing on delivering quality meals to customers. <ul style="list-style-type: none"><li>Responsible for food safety procedures, quality assurance and time management</li></ul>  |
| 2017-01<br>- 2018-08 | <b>Team Leader</b><br><i>Macdonald's, Brisbane</i><br><br>Team Leader at Macdonald's responsible for team performance and managing others   |
| 2015-01<br>- 2016-12 | <b>Customer Service Team Member</b><br><i>Big W, Maryborough</i><br><br>A part-time employee at Big W working for the customer service team. <ul style="list-style-type: none"><li>Responsible for customer support and quality service, both in-store and over the phone</li></ul>   |

### Personal Info

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- Phone**  
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- Address**  
Brisbane, Australia
- LinkedIn**  
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### Skills

|                   |       |
|-------------------|-------|
| Communication     | ★★★★★ |
| Teamwork          | ★★★★★ |
| Time management   | ★★★★★ |
| Problem solving   | ★★★★★ |
| Positive attitude | ★★★★★ |

### Software

|                  |       |
|------------------|-------|
| Html             | ★★★★★ |
| Css              | ★★★★★ |
| Phpmyadmin       | ★★★★★ |
| Mysql            | ★★★★★ |
| Microsoft office | ★★★★★ |