

Daniel Hunter

A: Lesmurdie, WA, 6076 | M: 0478 559 701 | E: daniel@hhchunter.com

IT Support Professional

Qualified IT Support person with 5 years' experience in IT and Customer Service across private and public sectors. Effectively combining strong technical, problem solving and a customer first approach to all interactions is a friendly and efficient employee. Having developed excellent interpersonal skills, as well as the ability to communicate professionally, enjoys being part of a successful and productive team.

KEY QUALIFICATIONS

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| ▪ Certificate IV in Computer Systems Technology, Polytechnic West, WA | 2016 |
| ▪ Certificate IV in Information Technology, Polytechnic West, WA | 2016 |
| ▪ Certificate II in Electrotechnology, Polytechnic West, WA | 2013 |
| ▪ Certificate I in Automotive Spray Painting, Polytechnic West, WA | 2012 |

TICKETS, TRAINING AND LICENCES

- WA Driver's Licence: **C**
- Construction Induction: **White Card**

TECHNOLOGY SNAPSHOT

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| ▪ MS Office Suite | ▪ Web Development & Design (HTML, JS & CSS) |
| ▪ Microsoft Server 2012 & 2016 | ▪ 3D/CAD (Autodesk) |
| ▪ Windows (XP, 7, 8, 10) | ▪ Adobe Creative Cloud |
| ▪ Hyper-V / VMWare virtualization software. | |

EMPLOYMENT SUMMARY SNAPSHOT

2012 – 2012	IT Support – Shire of Kalamunda, Kalamunda, WA
2012 – 2012	IT Support / Aged Care Support – City of Canning, Cannington, WA
2013 – 2013	Electrical Pre-Apprenticeship Trainee – Preston Electrical, Wattle Grove, WA
2011 – 2015	Service Deli Assistant – Woolworths, Kalamunda, WA

WORK EXPERIENCE

SHIRE OF KALAMUNDA, KALAMUNDA, WA

IT Support

Feb 2012 – Apr 2012

Duties:

- Provided first level contact and support for co-worker's issues.
- Walking co-worker's through problem solving processes.
- Following up with co-workers through to issue resolution.
- Ensuring proper recording through documentation closure.
- Recommended procedure modifications and improvements.
- Repaired IT related faults and queries, removed sensitive data, refurbished computer systems and used and maintained AV/IP Systems.

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- Delivered outstanding help desk support.

Achievements:

- ✓ Commended for diligence, punctuality and keen interest.
- ✓ Recommended various time saving improvements for co-workers leading to enhanced company productivity.
- ✓ Resolved support tickets with minimal need for escalation.
- ✓ Refurbished computers and removed sensitive data for asset resale & recovery.

CITY OF CANNING, CANNINGTON, WA

IT Support / Aged Care Support

Jun 2012 – Sep 2012

Duties:

- Provided Aged Care & IT support for co-worker and clients.
- Installing and configuring computer hardware, operating systems and applications.
- Talking and assisting co-workers or clients to personally resolve IT issues.
- Troubleshooting systems and diagnosing problems to be resolved.
- Contributing support and documentation to help resolve issues.
- Assisting elderly clients with patience.

Achievements:

- ✓ Maintained a high level of positive client feedback
- ✓ Successfully leveraged IT knowledge and experience to minimise impact of daily duties for other staff when deploying solutions.
- ✓ Developed good relationships with clients and co-workers, which they could rely on for on time and well explained support.

PRESTON ELECTRICAL, WATTLE GROVE, WA

Pre-Apprenticeship Trainee

Mar 2013 – Mar 2013

Duties:

- Installed, maintained, repaired, and tested various electrical equipment build for industrial, commercial and domestic purposes such as lights, sockets and data cabling. Reading, interpreting, and executing electrical circuitry blueprints, and electrical code specifications.
- Regular maintenance of electrical systems & devices.
- Testing & Tagging in compliance with ESR (2013)
- Assisting with OHS and QA documents & maintaining documents of previous electrical work.

Achievements:

- ✓ Was recommended for a full apprenticeship.
- ✓ Met and exceeded all OHS/WHS obligations.
- ✓ ZERO incidents or LTIs sustained.

WOOLWORTHS, KALAMUNDA, WA

Service Deli Assistant

Dec 2011 – Dec 2015

Duties:

- Replacing and replenishing stock whilst being sure to rotate out older stock for sale first.
- Maintaining a friendly and helpful attitude towards customers.
- Abided by business policies as stated in the worker handbook.
- Responsible for preparing, slicing, wrapping, weighing, pricing, and merchandising the department's deli products.
- Informed customers about our deli products and services and help increase sales by handing out food samples and by recommending additional items to customers.

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Achievements:

- ✓ Often handled large orders and received commendation for punctuality and quality control.
- ✓ Was often praised for composure when dealing with customers.
- ✓ Exceeded all safe food handling obligations.

REFEREES

Available upon request.