JAKE YOUNG

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Career Profile

A dedicated third-year Bachelor of Computer Science student, with a background of seven years in the telecommunications industry, including six years in a fast-paced IT office environment. Skilled in the telecommunications industry but hoping to transition that to a Computer Science related career. Demonstrated ability to work efficiently and logically under high pressure, thriving in fast-paced environments, whilst working and studying full time simultaneously. High Distinction in Cloud Computing which focused on AWS, experience in AWS services such as VPC, EC2, RDS, ELB, S3, and Cloud Formation.

Education

Bachelor of Computer Science   **June 2021 - Present**
DEAKIN UNIVERSITY, Melbourne, Victoria

Certificate III in Telecommunications   **June 2014 – June 2016**
RAMSDEN TELECOMMUNICATIONS TRAINING

South Australian Certificate of Education   **January 2011 - November 2011**
ST COLUMBA COLLEGE, Adelaide, South Australia

Experience

TELECOMMUNICATIONS DESIGNER
GENUS SERVICES PTY LTD   **December 2022 – Present**
• Designing complex end-to-end projects utilizing software such as AutoCAD
• Working on multiple projects simultaneously, ensuring timely delivery and client satisfaction
• Collaborating with multidisciplinary teams to achieve project goals

SERVICE DESK AGENT
Datacom, Modbury, Adelaide   **September 2022 – December 2022**
• Resolved IT-related service desk requests efficiently and effectively
• Provided exceptional customer service experience to Medibank employees
• Utilized Citrix, remote desktops, and various Medibank-related applications
• Managed ticketing systems, problem-solving, and phone calls concurrently

FIXED NETWORK DESIGN (WIDEBAND)
Ventia Pty Ltd, North Plympton, Adelaide   **September 2016 - June 2021**
• Created comprehensive internal & external optical fibre network designs for businesses
• Exceled in working quickly and logically in high-pressure environments
• Mastered a wide variety of computer software and databases
• Developed strong problem-solving and interpersonal skills
• Gained experience in CAD, Microsoft Office, and Visio

TELECOMMUNICATIONS TECHNICIAN
Telstra (Traineeship), Netley, Adelaide   **June 2014 - June 2016**
• Conducted optical fibre splicing and joint making
• Handled HFC cable faults and construction

- Managed copper cable jointing and faults
- Practiced manual handling and safe working techniques
- Delivered excellent customer service and resolved customer complaints

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Additional Information

- Technical Skills: Microsoft office 365, AutoCAD, Visual Studio, PyCharm, AWS Cloud knowledge
- Programming languages: C++, C#, Java, Python, HTML, CSS, JavaScript, React

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Referees

- Available on request