

Joel Paterno

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<https://joelpaterno.tech>

Summary

Computer Science graduate with a background in Biomedical and Computer Science at Monash University. Experienced in troubleshooting, IT and delivering excellent customer service. Passionate about technology and eager to start a career in IT with experience in support and providing timely and effective solutions.

Education

Graduate Certificate of Computer Science

Monash University, Clayton, VIC

Graduated: Nov 2022

Bachelor of Biomedical Science

Monash University, Clayton, VIC

Graduated: Nov 2018

Work Experience

Customer Service Agent/Salesforce Project Lead

Household Capital, Melbourne, VIC

March 2022 - July 2024

Customer Service Agent/Salesforce Project Lead with experience in Salesforce Email-to-Case implementation, process automation, and technical research. Led end-to-end projects, developed training resources, and collaborated with cross-functional teams to enhance customer service efficiency and business operations.

- **Salesforce Implementation:** Researched, designed, and implemented Salesforce Email-to-Case for streamlined ticketing and group inbox management, enhancing customer service efficiency.
- **Project Management:** Led the end-to-end project lifecycle, from planning and testing to deployment and user adoption, ensuring successful execution.
- **Technical Research & Analysis:** Conducted thorough research to evaluate different technical solutions, ensuring the chosen implementation met the company's specific needs.
- **Training & Documentation:** Created comprehensive training resources and documentation to support employee onboarding and ongoing use of the new system.
- **Collaboration & Communication:** Worked closely with cross-functional teams to align technical solutions with business objectives, ensuring a smooth transition to the new system.

Skills

Customer Service

Salesforce

Email Inbox Management

Phone Call Handling

in-person Support

Hardware and Software Troubleshooting

Ticketing System

Cross Team Collaboration

Strong Communication Skills

Microsoft 365

Windows

GSuite

Office Suite

Projects

AI Job Application Assistant (RAG Application)

Developed a web application in python

[Project Link](#)

Certifications

Salesforce Associate

Issuer: Salesforce

Date Obtained: August 2024