

Joel Paterno

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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 - National Fintech, 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:** Designed and deployed Email-to-Case for improved ticketing and inbox management.
- **Project Management:** Led project from planning to user adoption ensuring smooth execution.
- **Technical Research:** Evaluated solutions to meet company needs.
- **Collaboration:** Aligned technical solutions with business goals across teams.

Skills

Server Hardware Management - Network Management - Troubleshooting Experience - Linux Administration - Experience with Network Hardware - Experience with Storage Subsystems - Cross Team Collaboration - Project Management - AWS Certified Cloud Practitioner

Certifications

Salesforce Certified Administrator

Issuer: Salesforce

Date: September 2024

AWS Certified Cloud Practitioner

Issuer: Amazon AWS

Date: September 2024 - Current

References

Available upon request