

# KYLE HURLEY

## CONTACT

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Gold Coast, Australia

## SKILLS

Data Visualization

Coding/ programming

Business Analysis Skills

Problem/ incident resolution

Management

Xero

Salesforce

MS office

Data management

Information Systems

## EDUCATION

### Bachelor of Science Information Technology

#### Western Governors University

Equipped with a solid foundation in software development, network management, and cybersecurity from Western Governors University, I am prepared to excel in diverse IT roles and adapt to evolving technology landscapes

### Bachelor of Business (Analytics Major)

#### Griffith University, Gold Coast

I have been equipped with essential knowledge and skills in areas such as analytics, management, finance, marketing, logistics and entrepreneurship to excel in the business world.

## CERTIFICATION

- ITIL Foundation Certification
- Google Data Analytics Certification
- LPI Linux Essentials Certification
- AWS Certified Cloud Practitioner
- CompTIA A+
- CompTIA Security+
- CompTIA Network+
- Amazon AWS Cloud Practitioner

## SKILL SUMMARY

Results-driven and highly skilled IT professional with a strong background in Information Technology and Business Analytics. Adept at leading cross-functional teams and implementing effective solutions to complex challenges. Holds multiple certifications including CompTIA A+, Security+, Network+, and AWS Certified Cloud Practitioner. Experienced in data visualization, financial management, and CRM systems. Well-versed in coding and committed to leveraging technical expertise to drive business success and innovation. Looking to bring a blend of managerial experience and technical acumen to a challenging role in the tech industry

## WORK EXPERIENCE

### Manager

#### Who cares cleaning, Tweed Heads NSW

2016-PRESENT

- Performed project-based work, collaborating with team members to deliver high-quality results within deadlines.
- Prepared annual budgets with controls to prevent overages. Acquired contract with NSW state government.
- Developed and maintained relationships with customers and suppliers
- Able to multitask, prioritize and effectively manage different tasks or conversations essential for providing efficient support.
- Strong leadership skills to motivate and guide teams, delegate tasks, provide feedback, and foster a positive work environment.

### Operations Analyst

#### Direct Protection , Gold Coast QLD

2021-2023

- Sound judgment and the ability to make informed decisions, prioritize tasks, and solve problems effectively.
- The capacity to develop and implement strategic plans, set goals, and allocate resources to achieve organizational objectives.
- Excellent communication skills to effectively convey information, delegate responsibilities, and collaborate with team members, and other departments.
- Strong problem-solving abilities to identify and resolve issues, combined with the skill to manage conflicts, mediate disputes, and maintain a harmonious work environment.
- Designed plans to improve operations and suggested changes to systems for organization Analyzed trend data to forecast operational needs and plan next course of action Developed and updated tracking spreadsheets Excel

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## EXPERTISE

- **Technical Proficiency:** Advanced skills in diagnosing and resolving complex computer hardware and software issues, adept at network troubleshooting, and providing efficient solutions to a wide range of IT-related problems.
- **Software Development:** Proven experience in website and application development, proficient in multiple programming languages, and well-versed in the full software development lifecycle.
- **Change Management:** Skilled in navigating and leading organizational change, with a track record of effectively communicating initiatives and facilitating smooth transitions, ensuring team and departmental adaptability.
- **Performance Management:** Competent in conducting detailed performance evaluations, delivering constructive feedback, and formulating development plans to drive employee performance and support career advancement.
- **Financial Oversight:** Expertise in budget planning, financial analysis, and strategic resource allocation to enhance financial performance and maximize operational efficiency.
- **Office Software Mastery:** Extensive experience with Microsoft Office Suite and Google Workspace, including advanced capabilities in spreadsheets, data visualization, word processing, and presentation software.
- **IT Security:** Knowledgeable in current IT security practices, including risk assessment and mitigation, with certifications in CompTIA Security+ and AWS Certified Cloud Practitioner, demonstrating a commitment to maintaining robust security protocols.
- **Cloud Computing:** Certified knowledge in cloud computing fundamentals, platforms, and services, particularly Amazon AWS, facilitating the transition to and management of cloud-based infrastructures.
- **Communication & Leadership:** Strong interpersonal skills, with experience in B2B communications, leadership, and management, capable of fostering a collaborative and productive work environment.

## WORK EXPERIENCE

### Administration Supervisor

AMP Capital, Gold Coast, QLD

2017-2021

- Effective verbal and written communication skills to engage with customers.
- Ability to provide excellent customer service, actively listen, resolve issues, and maintain a positive and helpful demeanour.
- In-depth knowledge of SOPs
- Ensured accuracy and authenticity of all recorded information. customer relationships.
- Quick thinking, adaptability, and the ability to identify and resolve customer concerns or objections effectively, while maintaining a customer-centric approach.
- Review, processing and archiving of legal documentation
- Implement WHS protocols

### IT Service Desk Analyst

Australian Taxation Office, Gold Coast, QLD

2014-2017

- **Technical Support:** Provide first-level technical support to end-users, addressing hardware, software, and network-related issues promptly and effectively.
- **Issue Resolution:** Diagnose and troubleshoot technical problems reported by users, ensuring swift resolution to minimize downtime.
- **Security Compliance:** Enforce and educate users on IT security policies, ensuring compliance with data protection regulations and best practices.
- **Hardware and Software Installation:** Set up and configure computer systems, peripherals, and software applications for new employees or as part of routine maintenance.
- **User Account Management:** Create, modify, and deactivate user accounts and access permissions as per company policies and user requirements.

### Team Leader

Target, Tweed Heads, NSW

2009-2014

- Willingness to learn and adapt to new technologies, procedures, and industry advancements, staying updated with the latest trends and developments in the field.
- Strong attention to detail when inspecting, diagnosing, and repairing equipment or systems, ensuring accuracy and precision in the work performed.
- Ability to identify, analyze, and resolve technical issues and malfunctions, employing logical thinking and problem-solving techniques.
- Proficiency in the specific technical field or industry, such as IT with a solid understanding of relevant tools, equipment, and processes.
- Skill in documenting work performed, including recording observations, actions taken, and repairs made, as well as generating clear and concise reports.

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TO WHOM IT MAY CONCERN,

As a multi-faceted professional with dual degrees in Information Technology and Business Analytics, I offer a unique blend of technical proficiency, analytical acumen, and business insight. My education and certifications in fields ranging from ITIL and CompTIA to Google Data Analytics have equipped me with the skills necessary to excel in today's fast-paced, data-driven business landscape.

In my role as an Operations Analyst at Direct Protection Security, I applied my expertise in SQL and analytics to enhance database efficiency, thereby enabling data-driven decision-making across various departments. This experience has not only enriched my understanding of data analytics but has also equipped me with the skills to convert raw data into actionable business strategies. I am excited to bring this operational effectiveness to your esteemed organization.

My technical skills are complemented by my diverse competencies in project management and B2B communications. These skills have been further refined in my managerial role at Who Cares Cleaning, where I have demonstrated leadership, adaptability, and a commitment to achieving both individual and team objectives.

I also bring a proven capability in data visualization to the table, a skill fortified by my Google Data Analytics Certification. My proficiency in presenting complex datasets in a straightforward manner enhances decision-making processes and adds a unique dimension to my analytical toolkit.

As a highly organized and dependable individual, I have successfully juggled multiple priorities without sacrificing quality or efficiency. My strong focus on delivering results makes me an ideal candidate.

I am enthusiastic about the opportunity to contribute my diverse skill set to your dynamic team. I am confident that my background in IT and business analytics will enable me to add significant value to your organization.

Thank you for considering my application. I am looking forward to the possibility of discussing my application in further detail.

SINCERELY,

A handwritten signature in black ink that reads "Kyle Hurley". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

KYLE HURLEY

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