





KYLE HURLEY


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 Gold Coast, Australia

SKILLS

Technical Proficiency in ServiceNow Platform

Business Analysis Skills

Communication and Presentation Abilities

Problem-Solving and Attention to Detail

Adaptability and Continuous Learning

EDUCATION

Degree in Science Information Technology

Western Governors University

Gained skills in software development, database management, support, information systems and cybersecurity . My Google Data Analytics Certificate further equipped me for data visualization and analytics.

Degree in Business Marketing Major

Griffith University, Gold Coast

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

Diploma of Management

TAFE NSW, Kingscliff

The course have provided me with a comprehensive understanding and essential management skills to pursue my career goals.

SKILL SUMMARY

Versatile Operations Manager with 6+ years of experience, transitioning into a developer role. Armed with a BSc in Information Technology and a Bachelor of Business (Marketing), I bring a unique blend of managerial acumen and technical proficiency. Skilled in SQL, Python, and R, with hands-on experience in data visualization tools like Tableau and Power BI. Adept at project management and data-driven decision-making, demonstrated in roles at Direct Protection Security and AMP Capital. Known for adaptability, strong work ethic, and a commitment to continuous learning and innovation. Seeking to contribute these skills to a developer role in a forward-thinking organization

WORK EXPERIENCE

Manager

WCC, 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

Di0rect 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

- Proficient in diagnosing and resolving computer hardware and software issues, network problems, and troubleshooting common IT-related problems.
- Knowledgeable in navigating and leading organizational change, effectively communicating change initiatives, and facilitating smooth transitions within teams and departments.
- Competent in conducting performance evaluations, providing constructive feedback, and implementing development plans to enhance employee performance and growth.
- Experienced in budget planning, financial analysis, and resource allocation to optimize financial performance and ensure effective use of resources.
- Familiarity with popular office software suites, such as Microsoft Office or Google Workspace, and proficiency in using productivity tools like spreadsheets, word processing, and presentation software.

CERTIFICATES

- LPI Linux Essentials
- ITIL® Foundation Certification
- CompTIA Network+
- CompTIA Security+
- CompTIA Project+
- CompTIA A+
- CompTIA IT Operations Specialist (Stacked)
- CompTIA Secure Infrastructure Specialist (Stacked)
- Amazon AWS Cloud Practitioner
- Google Data Analytics Certificate

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

Customer Service Representative

Australian Taxation Office, Gold Coast, QLD

2015-2017

- Strong organizational skills to handle multiple tasks, prioritize work, and meet deadlines efficiently.
- Keen attention to detail when handling task, scheduling, and maintaining accurate records.
- Ability to provide support, including managing calendars, handling correspondence, and maintaining office supplies.
- Analytical thinking, problem-solving skills, and the ability to find efficient solutions to challenges or issues that may arise.
- Proficiency in using office software, such as word processing, spreadsheets, and presentation tools, along with basic knowledge of database management and email systems.

Team Leader

Target, Tweed Heads, NSW

2009-2015

- 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 Bachelor of Science in Information Technology graduate and a holder of a Google Data Analytics Certificate, I am thrilled at the prospect of applying my technical and analytical expertise to your esteemed organization. My academic journey has provided me with a robust foundation in critical IT areas such as software development, database management, networking, and cybersecurity. Coupled with my Google Data Analytics Certificate, I've cultivated a special skill set in data manipulation and interpretation, vital for today's data-driven business landscape.

In my role as an Operations Analyst at Direct Protection Security, I applied my SQL and analytical skills to streamline database processes, leading to more effective and data-driven decision-making across departments. This experience has given me a deep understanding of how to turn raw data into actionable insights, an essential skill that I am eager to bring to your team.

Furthermore, my multidisciplinary skills have been honed not just through my IT background, but also through my experience in project management and B2B communications. These competencies make me versatile and adaptable, well-suited for cross-functional roles that require both technical and business acumen.

My leadership qualities have been tested and proven in my current managerial role at Who Cares Cleaning. In this capacity, I've displayed a strong willingness to take on additional responsibilities and challenges, reinforcing my commitment to team goals and project outcomes.

My technical competencies don't just stop at SQL and data analytics; they extend to software development and data visualization. The Google Data Analytics Certificate has enriched my ability to portray complex data in an easy-to-understand manner, thus facilitating better business decisions.

Having been educated in both Information Technology and Business, with a major in Marketing, I offer a unique blend of technical prowess and strategic thinking. This holistic approach makes me particularly well-suited for roles that require a bridge between technical and non-technical teams.

I am a highly organized and dependable individual, with a proven track record of managing multiple priorities without compromising on quality. This relentless focus on efficiency and effectiveness bolsters my confidence that my professional and educational background align perfectly with the requirements for this role, making me a strong candidate for the position.

SINCERELY,

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

KYLE HURLEY
