



PERSONAL STATEMENT

I am a second-year student pursuing a Bachelor's degree in Information Technology, with a solid foundation in programming, systems analysis, and IT support. My academic journey, complemented by hands-on experience in IT support, has sparked a deep interest in exploring the various facets of the IT industry. I am eager to take on an internship where I can immerse myself in real-world challenges, refine my skills, and discover the specific areas within IT where I can make the most meaningful impact. With a strong passion for learning and an adaptable mindset, I am committed to growing both personally and professionally, ensuring that I find the niche within the IT field that I genuinely love and excel in.

EDUCATION

Sacred Heart Girls' College, Hamilton

2016 – 2021

Wintec Te Pukenga

Bachelor of Applied Information Technology
2023– Present

SKILLS

- **Basic Technical Proficiency:** Familiar with troubleshooting basic hardware and software issues, including working with Windows 10, Active Directory, and foundational networking concepts.
- **Adaptability:** Quick to learn new tools and technologies, with a keen interest in exploring various IT roles to find ideal career path.
- **Problem-Solving:** Strong analytical skills with a methodical approach to diagnosing and resolving issues, even at a basic level.
- **Communication:** Excellent interpersonal skills, able to explain basic technical concepts to non-technical users in a clear and patient manner.
- **Team Collaboration:** Proven ability to work effectively in both independent and team environments, contributing to shared goals with enthusiasm and cooperation.

CERTIFICATIONS

- Certificate in Information Technology (Level 5)
- Certificate in Retail and Services
- ITIL V3 (in progress)

PROFESSIONAL EXPERIENCE

Crew Member

McDonald's | 2019-2020

- Delivered excellent customer service, processing orders, and handling payments accurately in a fast-paced environment.
- Developed strong problem-solving and communication skills, which I have effectively transferred to my IT support roles.

IT Support

Millenium Technology | 2021

- Provided first-level IT support to end-users, troubleshooting hardware, software, and network issues over the phone, email, and chat, ensuring quick and effective problem resolution.
- Assisted in the setup, configuration, and maintenance of computer systems, software applications, and peripherals, including Windows 10 and Windows Server environments.
- Managed user accounts, including Active Directory and Exchange, handling user provisioning, access management, and distribution lists.
- Documented and managed incidents using an ITSM ticketing system, escalating complex issues to 2nd and 3rd-level support when necessary.
- Collaborated with vendors and senior IT staff to resolve escalated problems, ensuring minimal disruption to business operations.

Retail Assistant

Yoyoso | 2022

- Provided attentive customer service, assisting with inquiries and contributing to a positive shopping atmosphere.
- Gained experience in resolving customer issues, which strengthened my ability to handle technical support calls efficiently.