

Effective Student committed to learning, developing skills in Cyber Security and team contribution. Self-directed and energetic with superior performance in both autonomous or collaborative environments working independently and collaborating with others on group projects. Skilled at using educational knowledge and industry expertise to achieve cutting-edge results. Ready to develop new skills and grow knowledge by gaining practical experience. Quick learner familiar with common software applications and research methodologies. Motivated individual with strong work ethic and working independently. Strong organizational and team collaboration skills with experience in improving processes. Knowledgeable and dedicated customer service professional with extensive experience hospitality industry. Solid team player with an outgoing, positive demeanour and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Articulate, energetic and results-oriented with exemplary passion for developing relationships, cultivating partnerships and growing businesses.

## Work History

2022-02 -  
Current

### Student

*Edith Cowan University student, Perth, WA*

- Collaborate with others to manage teams of people.
- Communicate and articulate project management requirements within a team environment
- Use contemporary tools and techniques to perform a digital forensic investigation.
- Apply creative thinking to identify and solve cybersecurity challenges
- Investigate fundamental aspects of network security including threats, attacks and vulnerabilities, defensive architectures, and designs
- Appraise security appliances, assessments, penetration testing, and cloud security
- Evaluate secure network solutions through software tools to assess security and protections
- Implement the processes involved in completing a complex IT project
- Demonstrate the practical use of the malware analysis techniques

Marco  
Cavani  
Cyber Security

## Contact

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**WWW**  
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## Skills

Customer Services  
Excellent

Website design and management  
Very Good

Programming skills  
Excellent

Troubleshooting  
Very Good

Audio/visual production and editing  
Excellent

Page optimization

2018-09 -  
Current

**Concierge, Bell Services, Front Desk Reception**

*Crown Casino Perth, Perth, WA*

- Arranged for transportation to and from airport, train station and events for visitors.
- Facilitated visitor requests for dining and tourist attractions by researching various venues and locales.
- Maintained files and records by implementing effective filing systems that boosted efficiency and organization.
- Answered multi-line phone system to respond to inquiries and transfer calls to correct departments and personnel.
- Worked closely with guests, some VIP or celebrity, with high degree of respect for privacy.
- Entered and updated sensitive customer information during check-ins and room changes.
- Used internal software to process reservations, check-ins and check-outs.
- Resolved customer issues quickly and notified supervisor immediately when problems escalated.
- Introduced customers to resort amenities with pleasant and helpful demeanor.
- Explained security policies and procedures to guests and hotel staff to promote visitor confidence and safety.
- Contacted housekeeping staff and maintenance department to resolve issues with guest rooms.
- Trained new team members on company procedures, customer service and issue resolution.
- Used quick response and dynamic service skills to build relationships with patrons and improve customer retention rate.
- Greeted guests at front desk and engaged in pleasant conversations while managing check-in process.

2020-02 -  
2021-10

**Student**

*North Metropolitan TAFE, Perth, WA*

- Hands-on real work-based study plan



- Design a website to meet technical requirements  
Evaluate and select a web hosting service
- Transfer content to a website using commercial packages
- Create a mark-up language document to specification
- Produce basic client-side script for dynamic web pages
- Integrate social web technologies Design simple web page layouts
- Use development software and ICT tools to build a basic website
- Apply web authoring tool to convert client data for websites
- Create and style simple mark-up language documents
- Participate effectively in WHS communication and consultation processes
- Determine and confirm client business requirements
- Create basic databases
- Apply structured query language to extract and manipulate data
- Monitor traffic and compile website traffic reports  
Optimize search engines
- Contribute to copyright, ethics, and privacy in an ICT environment
- Confirm accessibility of websites for people with special needs
- Ensure website access and usability
- Ensure basic website security
- Ensure dynamic website security
- Produce server-side script for dynamic web pages

## General Utility

*Hays Perth, Perth, WA*

- FIFO Utility remote work
- Exceeded goals through effective task prioritization and great work ethic.
- Completed daily maintenance tasks in record time to maximize productivity..
- Worked within applicable standards, policies and regulatory guidelines to promote safe working

Excellent

Solid foundation in Web Development

Very Good

Solid foundation in Cyber Security

Very Good

Excellent Communication

Excellent

Interpersonal Communication

Excellent

Multitasking Abilities

Very Good

2015-01 -  
2016-01

environment.

- Proved successful working within tight deadlines and fast-paced atmosphere.
- Carried out day-to-day duties accurately and efficiently.
- Increased customer satisfaction by resolving issues.
- Demonstrated respect, friendliness and willingness to help wherever needed.
- Improved operations through consistent hard work and dedication.

2014-01 -  
2015-01

## **Machinery Operator**

*Summich, Perth, WA*

- Complied with company and OSHA safety rules and regulations.
- Identified malfunctions or failures by routinely monitoring and analyzing equipment operations.
- Followed tooling instructions and product specifications to determine and implement operational sequences.
- Monitored machines during operation to detect sounds of malfunction or excessive vibration and adjusted machines to eliminate problems.

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## **Education**

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2021-02 -  
Current

## **Bachelor of Science: Cyber Security**

*Edith Cowan University - Joondalup, WA*

- Member of Second Thursday Of The Month (STOTM) Club

2019-02 -  
2021-11

## **Diploma: Website Development**

*North Metropolitan TAFE - Perth, WA*

- Awarded Certificate of Excellence
- Continuing education in Cyber Security

2004-06 -  
2010-09

## **High School Diploma**

*Campedelli - Italy*

## **Diploma: Accounting**

Navitas - perth

English for Academic Purpose, Grade: A

- Professional development completed in English

**Driver's license cat C (manual)**

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## Interests

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Chess

Soccer

Photography