**JUN ZHOU**

**Phone: 0476100764**

**Email: zhoujun418331@gmail.com**

**Harrison, ACT 2914**

**Australia Citizen**

**Australia Full Driver License， Work with Vulnerable People Card**

**Be able to get AGSVA clearances**

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| **Objective** |

Detail-oriented administrative professional with a strong foundation in customer service, technical support, and a diverse educational background. Seeking a dynamic administrative role where I can apply my communication skills, knowledge of data security, and experience in delivering exceptional customer service. I aim to contribute to your organization's success by leveraging my adaptable skills, including time management, attention to detail, and effective team collaboration.

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| **Education** |

**Information Technology Diploma**

TAFE NSW | 02/2023-06/2023

Relevant Coursework:

-Cyber security

- Manage Client Problems

- ASP.NET Core MVC

- REST APIs

- Database - Microsoft SQL

- Project Design, Development, and Professional Practice

**Information Technology Certificate IV**

Canberra Institute of Technology | 02/2022-02/2023

Relevant Coursework:

- Work collaboratively in ICT industry

- HTML, CSS, JavaScript

- JAVA, Python, C++

- Oracle PL/SQL

**Bachelor’s Degree in Company Management**

DongBei University of Finance and Economics (China) | 2010-2014

Major in HR and Business

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| **Skills** |

**Technical Proficiency:**

- Advanced proficiency in Microsoft Office Suite, encompassing SharePoint, Dynamics CRM, and MSSQL services.

- Proficient in IT support tools, including Jira, Active Directory for effective issue tracking and resolution.

- Possess basic knowledge of TCP/IP networking.

**Customer-Centric:**

- Exceptional customer service skills with a proven record of addressing user concerns promptly and delivering effective solutions.

- Strong communication abilities, capable of translating technical information into user-friendly language.

**Technical Troubleshooting:**

- Demonstrated expertise in diagnosing and resolving hardware and software issues swiftly, minimizing downtime.

- Proficient in troubleshooting network connectivity problems, ensuring seamless operations.

- Ability to perform basic troubleshooting for Windows 10-based computers.

**Data Security and Compliance:**

- Thorough understanding of data security best practices and compliance regulations, including safeguarding sensitive customer information.

**Collaborative Team Player:**

- Adept at collaborating seamlessly with cross-functional teams and IT colleagues, effectively resolving complex technical challenges and driving project success.

**Adaptable and Detail-Oriented:**

- Exceptional adaptability to evolving technologies and rapidly changing IT landscapes.

- Unwavering attention to detail, consistently ensuring precision in documentation and preventing errors through rigorous quality control measures.

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| **Experience** |

**Ausmate -Internship**

Ausmate Group | 10/2023-present

* Deliver helpdesk to all staff and address their concerns.
* Document, track requests, resolve issues when necessary.
* Manage and update the call and ensure all incidents are accurately recorded.
* Diagnose software and hardware issues and providing timely solutions.
* Remote support for installation or configuration of applications
* Maintain database by enter and edit to make sure data are updated.
* Stay informed about emerging IT technologies and innovations and provide relevant advice when applicable.

**Kitchen Manager**

Goodstart Early Learning

5/2022 - 10/2023

- Orchestrated efficient stock inventory management, resulting in a remarkable 20% reduction in waste and a 15% cost-saving through meticulous ordering and strategic supply rotation.

- Spearheaded and mastered the art of time management and multitasking, consistently meeting tight meal preparation deadlines in a high-pressure environment.

- Proactively engaged with parents and children, adeptly soliciting feedback and implementing menu adjustments that catapulted overall satisfaction by 10%.

- Applied culinary expertise to craft meticulously balanced, nutritionally enriching meals for a diverse children base, harmonizing taste and health considerations seamlessly.

- Exemplified meticulous attention to detail in meal presentation and portion control, upholding impeccable quality standards that elevated the dining experience.

- Vigilantly enforced stringent hygiene practices and unwavering adherence to food safety rules, resulting in a flawless inspection record and the creation of a secure and pristine environment for both staff and customers.

References available upon request.