**JUN ZHOU**

**Phone: 0476100764**

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**Harrison, ACT 2914**

**Australia Citizen**

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

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| **Objective** |

Results-driven administrative professional with expertise in data security and proficiency in MS Office. Seeking a support role to leverage skills in data compilation and evaluation for team success.

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| **Education** |

**Information Technology Diploma**

TAFE NSW | 02/2023-06/2023

Relevant Coursework:

* Originate and develop concepts
* Promote workplace cyber security
* Lead and facilitate a team
* Cloud storage solutions
* Apply software development methodologies
* Match ICT needs with the strategic direction of the organization
* Manage project using software management tools

**Information Technology Certificate IV**

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

Relevant Coursework:

* Apply critical thinking to work processes
* Cyber security
* Work collaboratively in ICT industry
* Comply with IP, Ethics and privacy policies in ICT industry
* Develop and present ICT feasibility reports
* Identify and resolve client ICT problems
* Produce client side script

**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 (SharePoint, Dynamics CRM, MSSQL services).
* Proficient in IT support tools (Jira, Active Directory) for issue tracking and resolution.

**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.

**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 Website-Internship**

Ausmate Group | 10/2023-present

* Collaborated with a cross-functional team of developers and designers to create, enhance, and maintain web applications.
* Demonstrated proficiency in front-end development using HTML, CSS, and JavaScript.
* Played a key role in troubleshooting and debugging web applications.
* Contributed to a major project with a comprehensive page redesign, resulting in the launch of a new professional e-commerce website.
* Gained hands-on experience with technologies including WordPress, Bootstrap, JavaScript, Express.js, Node.js, MongoDB, Git, and Heroku.
* Actively participated in code reviews, adhering to industry best practices.

**Kitchen Manager**

Goodstart Early Learning

5/2022 - 10/2023

* Orchestrated efficient stock inventory management, resulting in a 20% reduction in waste and a 15% cost-saving.
* Mastered time management and multitasking to meet tight meal preparation deadlines.
* Proactively engaged with parents and children, implementing menu adjustments based on feedback.
* Crafted nutritionally enriching meals for a diverse children base, emphasizing taste and health considerations.
* Ensured stringent hygiene practices and adherence to food safety rules.

References available upon request