**JUN ZHOU**

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**Harrison, ACT 2914**

**Australia Citizen**

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

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| **Objective** |

Detail-oriented administrative professional with a strong foundation in customer service, technical support, and a diverse educational background. Seeking the Desktop Support 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:

* 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, encompassing SharePoint, Dynamics CRM, and MSSQL services.

- Proficient in IT support tools, including Jira, Active Directory for effective 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

Company website: <https://www.ausmategroup.com/>

-Collaborated with a cross-functional team of developers and designers to create, enhance, and maintain web applications and websites, ensuring a seamless and engaging user experience.

-Demonstrated proficiency in front-end development, utilizing HTML, CSS, and JavaScript to craft responsive, visually appealing, and user-friendly web interfaces that met design and functionality requirements.

-Played a vital role in troubleshooting and debugging web applications, consistently optimizing performance and resolving issues to maintain the highest standards of user satisfaction.

-Contributed to a major project by collaborating on a comprehensive page redesign, resulting in the launch of a new professional e-commerce website that significantly improved user engagement and sales conversion.

-Gained hands-on experience with a wide range of full-stack technologies and tools, including WordPress, Bootstrap, JavaScript, Express.js, Node.js, MongoDB, Git, and Heroku, enhancing overall proficiency in web development.

-Actively participated in code reviews, adhering to industry best practices and coding standards to ensure the production of clean, efficient, and maintainable code, thus enhancing code quality and project outcomes.

-Played a key role in website performance optimization, successfully reducing page load times to an industry-standard response time of under 3 seconds, resulting in an improved user experience and search engine rankings.

**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.