**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** |

Dynamic administrative professional with a solid foundation in customer service, technical support, and diverse IT education. Seeking an administrative role to apply strong communication skills, data security knowledge, and a customer-centric approach to drive organizational success.

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| **Education** |

**Diploma of Information Technology**

TAFE NSW | 02/2023-06/2023

Relevant Coursework:

* 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
* Database - Microsoft SQL, MongoDB, Mongoose

**Certificate IV of Information Technology**

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 Company Management

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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** |

**System Administration**

Ausmate Group | 10/2023-present

* Facilitated a seamless user experience by overseeing application processes, managing updates, approvals, and troubleshooting, and meticulously documenting user-related activities.
* Provided efficient technology support for IT helpdesk requests, specializing in the installation and configuration of applications while maintaining comprehensive documentation.
* Ensured high customer satisfaction through dedicated service calls, focusing on prompt issue diagnosis and resolution, and thorough documentation of service interactions.
* Adeptly orchestrated end-to-end online event experiences, connecting livestream devices and managing impactful online meetings with meticulous documentation.
* Demonstrated proficiency as a professional in Office suites and related products, leveraging this expertise to enhance productivity and streamline processes.

**Centre Cook**

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