

Rory Wilcox

Surfers Paradise, Queensland 4217 | 0405 886 739 | rwilc13@gmail.com |
<https://github.com/MendRW> | <https://www.linkedin.com/in/rory-wilcox-526336197/>

EDUCATION:

Griffith University – Brisbane, QLD

Bachelor of Science

Graduated: April 2021

Aviation State High School – Brisbane, QLD

High School Diploma

Graduated: December 2018

Certificates:

Google Cybersecurity Professional Certificate – Google

Angular 11 Components and Fundamentals – Skillsoft

Associate of digital marketing - Institute of digital marketing

Introduction to Microsoft Graph PowerShell – Skillsoft

AWS Cloud Practitioner Bootcamp – Skillsoft

AWS Cloud Practitioner Benefits & Design Principles – Skillsoft

Databases, Bootstrap, jQuery in Web Design – Skillsoft

Web Design Basics – Skillsoft

Computer Science and Programming – FreeCodeCamp.org

Interactive Web Design – FreeCodeCamp.org

JavaScript, Algorithms, and Data Structures – FreeCodeCamp.org

EXPERIENCE:

Endpoint Analyst and Service

DataCom – Brisbane, QLD

[October 2024 – Present]

- Provided technical support for software and hardware, including M365, Citrix, and network printers.
- Managed on-premises servers, including account management, device deployment, and cybersecurity analysis.
- Created and modified scripts to enhance productivity and reliability.
- Conducted threat analysis and triage for cybersecurity systems.
- Generated reports and collected analytical data for clients and internal teams.

Website Manager

Aruba Group Pty – Gold Coast, QLD

[February 2023 – September 2024]

- Updated webpages with new content and design elements.
- Assisted customers via email or phone regarding product and service inquiries.
- Created, tested, and maintained websites using HTML, CSS, JavaScript, and other web-based technologies.

Supervisor

Aruba Group Pty – Gold Coast, QLD

[February 2022 – August 2023]

- Resolved customer complaints and ensured customer satisfaction.
- Monitored employee productivity and provided constructive feedback.
- Coordinated employee schedules and performed monthly inventory checks.
- Developed strategies to improve customer service standards.

Web developer

Free lance

[March 2024 - Present]

- Drafted digital marketing strategies for small and medium sized businesses
- Designed and created websites
- Increased online visibility
- Email lists and social media management

SKILLS:

Customer Service

M365 Support

Wintel Support

Python, PowerShell

HTML, CSS, Javascript, Typescript, React

Knowledge Article Development

Staff Management

Digital marketing

Cybersecurity

Linux, SQL

On-Prem and Cloud Management