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| |  |  | | --- | --- | | Man in suit on laptop in front of window | Oliver QUEEN  ICT Professional |  Profile Experienced and skillful ICT professional adept at providing high quality service to callers, and colleagues in person, Adept at working with people of all cultural and technical backgrounds to handle various needs in a poised and professional manner. Proven track record of serving as an effective ICT officer in both office based and telephone environments. Works to keep and increase customer satisfaction with interaction. Experienced in identifying issues and repairing computing hardware and software troubleshooting. Employment HistoryPosition, Company January 2022 — Present   * Test and accurately configure software and maintain high functioning hardware. * Provide troubleshooting support to users remotely and in person * Perform regular data backups to protect the organization’s information. * Work to maintain the confidentiality of information and network data. * Uphold internal and external rules, policies, and regulations. * Provide staff and facilitators with quality assistance through phone calls, emails, and in person * Hardware procurement in line with Government CUA * Install, Move, Add, and Change of department devices and software * Facilitate warranty replacement or repair of all faulty ICT equipment or hardware * Staff training and implementation of knowledgebase  EducationCourse Title, University January 2021 — December 2022 Course Title, TAFE January 2020 — December 2020 CoursesExtra-curricular activitiesDrama Class, Melbourne Dates References | DetailsNationality Australian Driving license Car - Manual and Auto Date of birth Jul 1985 Skills  |  |  | | --- | --- | | Communication | | |  |  |  |  |  | | --- | --- | | Customer Service | | |  |  |  |  |  | | --- | --- | | Computer Troubleshooting | | |  |  |  |  |  | | --- | --- | | Active Directory | | |  |  |  |  |  | | --- | --- | | Web Technologies | | |  |  |  |  |  | | --- | --- | | Microsoft Azure | | |  |  |  |  |  | | --- | --- | | Windows, Server & O365 | | |  |  |  |  |  | | --- | --- | | Microsoft Power BI | | |  |  |  |  |  | | --- | --- | | Microsoft Power Automate | | |  |  |  |  |  | | --- | --- | | Microsoft Powershell | | |  |  |  Hobbies Computer building, 3D Printing, AFL, Bike riding. Languages  |  |  | | --- | --- | | English | | |  |  |  |  |  | | --- | --- | | German | | |  |  | |