

MICHAEL SHEPPARD

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KEY POINTS

- Certificate II in Information Technology
- Call centre experience
- Exemplary team work/team member
- Outstanding problem solving skills and work ethic
- Customer service focused

I am working on expanding my career and knowledge in the Information Technology industry. Currently I am completing working towards my Diploma of Information Technology, with hopes of working in the industry once I have completed my diploma through the accelerate course at Coder Academy (Academy of Information Technology).

In my this resume I have only included relevant work history, with previous study history included.

WORK HISTORY

Sep 2023 – Jan 2024 **Customer solutions specialist, Probe CX – Springfield Central, QLD**

While at Probe CX I implemented the skills and experience I gained from my employment at Centrelink to help me better assist the clients of the Australian Taxation Office.

Apr 2015 – Oct 2016 **Centrelink Call Centre Analyst, Department of Human Services – Toowoomba, QLD**

Answered phone with friendly greeting to create positive inbound calling experience for customers. Handled high volume of inbound calls per shift to offer callers payment assistance and service information. Resolved complaints to satisfy customers and encourage future satisfaction. Asked fact-finding questions to determine customer needs and expectations and recommended specific products and solutions. Followed up with customers on unresolved issues. Processed customer claims according to information gathered.

EDUCATION HISTORY

Mar 2024 – **Diploma of Information Technology**, Academy of Information Technology Pty Ltd -
Current Remote

Mar 2023 – **Bachelor of Aviation**, University of Southern Queensland - Toowoomba, QLD
Jul 2023 Incomplete

Feb 2021 – July 2023	Diploma of Aviation , Australian Wings Academy - Brisbane, QLD Incomplete
Nov 2012	Certificate II in Information Technology , Harristown State High School - Toowoomba, QLD
Nov 2012	Certificate II in Business , Harristown State High School - Toowoomba, QLD

REFERENCES

Personal reference and IT professional

Jade Petch (<https://www.linkedin.com/in/jadepetch/>)

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Professional reference and manager at Department of Human Services Centrelink Call Centre

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