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| Filipe Thornhill  Level 1 Service Desk Engineer | | |
| Profile I am passionate about understanding complex systems, particularly in the field of computing. With a strong background in programming and IT, I thrive on leveraging my skills to drive technical innovations and improve systems. My goal is to apply my expertise in a challenging role where I can contribute to cutting-edge projects and continue to grow professionally. Contact PHONE:  0403 010 138  WEBSITE:  <https://filipethornhill.github.io/devportfolio/>  EMAIL:  [filipethornhill@live.com.au](mailto:filipethornhill@live.com.au) Referees Natalie Rose  Head of Managed Services  0407 251 645  Ragav Kannan  Service Team Lead  0421 741 981 Hobbies Gardening  Cooking  Computer Programming  DIY Electronics |  | EDUCATIONDiploma In Information Technology (Advanced Programming) Hornsby TAFE  July 2024 – Present  **Certificate IV In Information Technology (Programming)**  Hornsby TAFE  July 2023 - December 2023  **Certificate III In Information Technology**  Hornsby TAFE  February 2023 – June 2023 WORK EXPERIENCEHD IT, Level 1 Service Desk Engineer July 2023 – August 2024   * Served as the primary point of contact for clients, managing incoming emails, and service requests * Provided technical support to end users * Utilised remote desktop tools to provide remote IT support * Managed clients' firewalls and addressed any security alerts * Office 365 tenant administration, including user management and security  HD IT, IT Internship June 2023 – June 2023   * Participated in training and development programs to enhance IT skills * Managed and prioritized IT support tickets from clients * Collaborated with senior service desk engineers to assign tickets to the appropriate IT professionals based on their expertise  Certifications  * ITIL Problem Management Techniques – LinkedIn (2024) * Applying ITIL 4 Foundation Concepts – LinkedIn (2024) * ITIL Foundation 4 First Look – LinkedIn (2024) * Azure DevOps for Beginners – LinkedIn (2024) * The Hour of Code – Code.org (2018)  **SKILLS**  * Analytical Thinking * Problem-Solving * Technical Support * Web development * Scripting |

Further Education and Experience

## EDUCATION

#### Certificate III In Hospitality – Café

Ultimo TAFE

July 2022 – December 2022

#### Statement Of Attainment In Barista And Customer Service

Ryde TAFE

February 2022 – March 2022

#### Statement Of Attainment In Hospitality

J2S Training Solutions

April 2021 – May 2021

#### Certificate III In Information, Digital Media, And Technology

Hornsby TAFE

March 2019 – November 2019

**Year 12**

Asquith Boys High School

2015 - 2020

## WORK EXPERIENCE

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| Tafe Ultimo, Barista/Café All Rounder Work Placement July 2022 – December 2022   * Made and presented expresso drinks * Made and presented diary-based drinks * Took customer’s orders and interacted with customers * Handled food orders such as toasties * Served food and beverages to customers  The Apprentice Restaurant, Junior Waitperson Work Placement July 2022 – December 2022   * Setting up table cloth * Polishing glasses and cutlery * Taking customers’ orders * Served food and beverages to customers  The Missing Piece Café, Kitchen Hand February 2022 – June 2022   * Basic food preparation washing, chopping, and peeling * Washed and dried the dishes using kitchen equipment * Maintained Kitchen cleanliness and sanitation * Cleaned the kitchen at the end of the day including disposing of garbage * Collected ingredients from the store/cool room as requested by the chefs   **The Missing Piece Café, Food Runner**  March 2022 – June 2022   * Delivered food to customers * Removed dirty dishes and utensils * Used appropriate tableware * kept tables cleaned | **Tk Maxx, Christmas Casual**  October 2021 – January 2022   * Customer service greeting and serving customers * Handling customer inquiries * assisting team members, with visual merchandising * Unpacking deliveries   **Noffs Clothing (Volunteer), Shop Assistant**  April 2021 – February 2022   * Assisting Customers with inquires * Unpacking deliveries * Assisting with Sales * Keeping the store clean and tidy * Handling phone calls   **Salmat LTD, Newspaper Carrier**  April 2016 – October 2016   * Contract work delivering newspapers and brochures to nearby neighborhoods. * Organizing and delivering papers. |