**FILIPE THORNHILL**

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# EXPERIENCE

**JULY 2023 –** **PRESENT 2023**

**LEVEL 1 SERVICE DESK ENGINEER,** HD IT

* Participated in regular training and skill development programs to stay updated with the latest IT trends and technologies.
* Collaborated closely with Level 2 and Level 3 support teams to escalate and coordinate the resolution of complex technical problems.
* Utilized remote desktop tools to provide remote support, resolving issues efficiently and minimizing downtime.

**JUNE 2023 –** **JULY 2023**

**IT INTERSHIP,** HD IT

* Participated in ongoing training and development programs to enhance IT skills and stay updated with industry trends.
* Efficiently managed and prioritized IT support tickets from clients, ensuring timely resolution of issues
* Collaborated with senior service desk engineers to assign tickets to the appropriate IT professionals based on their expertise, optimizing resource allocation and resolution time.

**JULY 2022 –** **DECEMBER 2022**

**BARISTA/CAFÉ ALL ROUNDER WORK PLACEMENT,** TAFE UTIMO

* 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 etc
* Served food and beverages to customers

**OCTOBER 2022 – DECEMBER 2022**

**THE APPRENTICE RESTAURANT SYDNEY WORK PLACEMENT,** TAFE UTIMO

* Setting up table cloth
* Polishing glasses and cutlery
* Taking customers’ orders
* Served food and beverages to customers

**FEBRUARY 2022 – JUNE 2022**

**KITCHEN HAND,** THE MISSING PIECE CAFÉ

* 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

**MARCH 2022 – JUNE 2022**

**Food Runner,** THE MISSING PIECE CAFÉ

* Delivered food to customers
* Removed dirty dishes and utensils
* Used appropriate tableware
* kept tables cleaned

**OCTOBER 2021 – JANUARY 2022**

**CHRISTMAS CASUAL,** TK MAXX

* Customer service greeting and serving customers
* Handling customer inquiries
* assisting team members, with visual merchandising
* Unpacking deliveries

**MAY 2021 – JUNE 2021**

**BARTENDER,** RANGOON COLONIAL CLUB RESTAURANT

* Making and serving alcoholic and non-alcoholic drinks
* Cleaning the restaurant and keeping it tidy after every customer
* Customer service face-to-face and over the phone
* Handling customer bills

**APRIL 2021 – February 2022**

**SHOP ASSISTANT,** NOFFS CLOTHING (Volunteer)

* Assisting Customers with inquires
* Unpacking deliveries
* Assisting with Sales
* Keeping the store clean and tidy
* Handling phone calls

# EDUCATION

**2015 – 2020**

## YEAR 12, ASQUITH BOYS HIGH SCHOOL

**HSC subjects:** Drama, Investigating Science, Metalworking, IT (TAFE), Standard Maths and English Studies.

**APRIL 2021 – MAY 2021**

## STATEMENT OF ATTAINMENT IN HOSPITAILTY, J2S TRAINING SOLUTIONS

**Units:** Provide responsible service of alcohol, Prepare and serve espresso coffee, Provide responsible gambling services, Enhance customer service experiences, Use hygienic practices for food safety

**FEBRUARY 2022 – MARCH 2022**

**STATEMENT OF ATTAINMENT IN BARISTA AND CUSTOMER SERVICE,** RYDE TAFE

**Units:** Use hygienic practices for food safety, prepare and serve espresso coffee, Interact with customers

**1ST APRIL 2022**

**LATTE ART WORKSHOP,** ROASTVILLE COFFEE ROASTERS

**JULY 2022 – DECEMBER**

**CERTIFICATE III IN HOSPITALITY - CAFÉ,** ULTIMO TAFE

**Units:** Work effectively in hospitality service, Serve food and beverage, Process financial transactions, Work effectively with others, Provide service to customers, Prepare and serve non-alcoholic beverages, Participate in safe work practices, Clean kitchen premises and equipment, Prepare and present sandwiches, Coach others in job skill, Show social and cultural sensitivity, Participate in environmentally sustainable work practices, Prepare and present simple dishes, Receive and store stock

**FEBRUARY 2023 – JUNE 2023**

**CERTIFICATE III IN INFORMATION TECHNOLOGY,** HORNSBY TAFE

**Units:** Operate digital media technology packages, Develop and extend critical and creative thinking skills, Securely manage personally identifiable information and workplace information, Work in a team, Evaluate characteristics of cloud computing solutions and services, Identify IP, ethics and privacy policies in ICT environments, Apply introductory programming techniques, Provide ICT advice to clients, Build simple web pages, Produce digital images for the web, Develop web presence using social media, Create and style simple markup language documents

**JULY 2023 – PRESENT 2023**

**CERTIFICATE IV IN INFORMATION TECHNOLOGY,** HORNSBY TAFE

**Units:** Analyse software requirements, Apply advanced critical thinking to work processes, Apply introductory object-oriented language skills, Apply introductory programming skills in different languages, Apply introductory programming techniques, Apply query language in relational databases, Apply skills in object-oriented design, Automate processes, Build a user interface, Comply with IP, ethics and privacy policies in ICT environments, Contribute to cyber security risk management, Create basic relational databases, Develop mobile applications, Identify and evaluate emerging technologies and practices, Identify and resolve client ICT problems, Model data objects, Test software developments, Use pre-existing components, Use version control systems in development environments, Work collaboratively in the ICT industry

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| REFEREES | |
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