

## CONRAD CLOSE

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**POSITION:** Software Dev./Web Dev./Full-Stack/Back-End

### PROFILE

Active, positive 35-year-old with a variety of experience and qualifications in IT (helpdesk, desktop support), data entry support, administration and customer service.

I have over 6 years' experience in I.T roles (predominantly helpdesk and desktop support) as well as several years as a general receptionist & office manager across several fields including office admin and health. Right now I am enrolled in a full-time I.T Diploma course focussed on Web development at Coder Academy, Brisbane. I also have a degree in Exercise Science, and a previous I.T diploma from TAFE in 2003.

Last year (2019) I took a 6 month solo trip around the world through Asia, the UK, Europe and the U.S).

### QUALIFICATIONS/COURSES

Diploma in Information Technology

A+ Helpdesk Support certificate

Microsoft Professional qualification

Certificate IV in Training & Assessment

Bachelor of Exercise and Movement Science

### KEY CAPABILITIES

**Customer-focussed:** Providing excellent customer service and general support to others such customers, clients, and co-workers.

**Administration, data entry, IT:** Organising, obtaining, recording and processing information from all relevant sources.

**Communication:** Warm, clear verbal communication and strong listening skills. Genuine and engaging. Able to explain information and processes clearly and patiently.

**Public safety and security:** Knowledge and application of relevant equipment usage and guidelines, policies, procedures, and strategies.

### CAREER SUMMARY

Pub Trivia Host – Trivia Mill, Brisbane	2015-2019
Office Manager/Receptionist - Audrey Page & Associates	2017-2018
Receptionist, Proactive Physio - Windsor, Brisbane	2015
Receptionist/Gym Supervisor, Healthstream - Kelvin Grove, Brisbane	2014 – 2015
IT Helpdesk @ Tattsgroup	2012 – 2013
Data entry, Nexon Technologies - RB&WH, Brisbane	2011
IT & Executive Support at EPA - QLD Govt.	2007-2010

## WORK HISTORY

### **Office Manager/Receptionist/IT guru**

**Audrey Page & Associates**

**Brisbane CBD**

**2017-2018**

*Audrey Page & Associates is an Australian market leader in career management, with a rich heritage spanning more than three decades and deep experience in assisting companies to plan and implement effective career strategies for their people.*

#### Key Responsibilities:

- Reception duties including answering phones, managing timetables, welcoming clients into the office, ordering supplies and maintaining I.T equipment
- Liaising with remote IT Support to set up a new office within the building
- Documenting processes for future receptionist/s to take over the role

### **Receptionist & Assistant**

**Proactive Physio**

**Windsor**

**2016**

*The Proactive Physio team share a special interest in the treatment of sports injury to enable clients to return to optimal function and to minimise the risk of further injury.*

#### Key Responsibilities:

- General admin duties - paper work, phone calls, data entry
- Receptionist and client booking tasks
- Assisting staff and customers in other areas when required
- Maintaining a tidy work environment and setting up rooms for clients
- Ordering supplies
- Also assisted this business to relocate to a new premises.

### **IT & Executive Support**

**Environmental Protection Agency**

**Queensland Government**

**2007-2010**

*This was a casual contract role within the department, acquired through an agency.*

#### Key Responsibilities:

- Provide IT support to internal staff in Brisbane and in regional centres
- Travel and update systems as part of a team
- Provide confidential personalised IT support to executives within the department
- Adherence to all relevant government workplace regulations and guidelines.

## VOLUNTEER ROLES

1. **Visitor Guide at the Mater Hospital (2016).**
2. **Team Assistant with the Australian national wheelchair rugby team.** This team won gold for Australia at the 2012 and 2016 Paralympic Games. As a volunteer in 2011-12 my role was to help players before, during and after training and games.
3. **Assistant with the Sporting Wheelies and Disabled Association goalball team,** before during and after games.
4. **General allied health assistance role at Sporting Wheelies (2016),** assisting clients in executing their gym programs, physical rehabilitation (joint movement) for less physically-able patients, where needed.

## INTERESTS

- Gym (resistance training, cardio, flexibility training)
- Gymnastics, yoga, martial arts
- Swimming, running & general fitness
- Studying Human Movement, Anatomy & Nutrition
- Philosophy & psychology
- Computers & IT (Gaming, VR, AR & new technologies)

## REFEREES PROVIDED ON REQUEST