

CONRAD CLOSE

Kelvin Grove 4059 QLD

M: 0435 906 584

cclose27@gmail.com

POSITION: I.T / Customer-service

PROFILE

Fit, active, positive 33-year-old with a variety of experience and qualifications in IT (helpdesk, desktop support), data entry support, administration and customer service. *I am currently enrolled at UQ St Lucia studying part-time, my goal is to become a physiotherapist.*

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. I am an advanced user of the Microsoft Office suite and I am a fast learner when it comes to new applications.

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 as 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.

Performing general physical activities that require considerable movement and use of the body, such as lifting, balancing, walking, stooping, and handling of materials.

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

CAREER SUMMARY

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
- Computers & IT

REFEREES PROVIDED ON REQUEST