

Richard Mills

- Trainer and Educator
- Information Technology

Overview

- Diversely skilled, well organised, highly educated, Training and IT professional.
- Educator/Trainer (7+ years): committed to providing positive training experiences for clients with clear, meaningful feedback; motivating them to achieve tangible results. Mentored many students from beginning to completion of their studies.
- IT Professional (5+ years): System administration, technical support and education. Currently studying towards a Bachelor of Applied IT from La Trobe University.
- An active problem solver with logical judgement and emotional intelligence to deal effectively and sensitively with client needs. Lifelong learner, always happy and willing to learn.

"I really appreciated the time taken by Richard to provide meaningful support throughout and ensure I achieve actual tangible results as part of my course..." Brandon Potter - QLD based student.

Areas of Expertise (skills)

- Training and mentoring.
- Advanced use of Microsoft Office Suite.
- Advanced use of Windows, Mac OS, and Linux operating systems.
- Creating and reviewing curriculum content.
- LMS support and management; including Canvas and Moodle.
- Excellent workplace collaboration skills.
- Familiar with networking concepts including Cisco routers.
- Programming languages: familiar with Java, HTML, CSS, JavaScript.
- Operating Systems & Virtualisation - Windows, Mac OS and Linux.
- Familiar with CMS platforms including Salesforce.
- Excellent written and verbal communication.

Education:

- Bachelor of Applied IT:
 - La Trobe University online - In progress expected completion 2022.
 - Certificate IV Training and Assessment (TAE40116):
 - ITT Academy QLD - Completed May 2020.
 - Diploma of Education Support (CHC51308)
 - Linx Institute - Completed May 2015
 - Master of Teaching (Secondary):
 - University of Western Sydney - Completed July 2013.
 - Bachelor of Music:
 - University of Western Sydney - Completed November 2011.
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Career Summary

Company:	Upskilled (RTO)	Location:	St Leonards & Remote	June 2018 - Current
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Role: IT Trainer & Assessor

**Description/
Duties:**

Training, assessing and supporting students in an online environment.

Scaffolding learning and providing explicit feedback for students to reach competency according to industry requirements.

Student tracking and management including monthly progression and support contact.

Reviewing and ensuring assessment items are compliant with government regulations.

Extensive CRM use, Salesforce using extensions and add-ons including mail merging and reporting google sheets for tracking.

Using my IT skills and knowledge with different systems, plugins, and additional software and platforms to facilitate the exchange of information between systems to allow for more efficient tracking of student contact.

Company: Upskilled (RTO) **Location:** St Leonards

June 2017 - June 2018

Role: Student Support Desk Officer

**Description/
Duties:** Responding to queries, providing technical support and quality customer service to students via email and phone.

Relationship management, complaint handling and progression tracking.

Logging clear client notes and all contact with clients.

Extensive CRM use, Salesforce using extensions and add-ons including call centre technology.

Company: Linx Institute (RTO) **Location:** Parramatta

March 2015 - April 2017

Role: Trainer & Assessor; IT Support, System Administrator.

**Description/
Duties:** LMS administration - enrolling students, managing courses and content on Canvas LMS platform.

Marking assessments, student advice and mentoring.

On-site technical student and staff support

Facilitated one on one delivery for students, and wrote and designed training content for group training for staff.

Attended seminars and conferences as a Linx representative.

Company: NSW DEC **Location:** Various

Feb 2013 - March 2015

Role: Casual Teacher.

**Description/
Duties:** Classroom high school teacher. Face to face teaching, presentation and performance.
Facilitating content in music, but also in off-discipline subjects including Textiles & Design, Maths, Drama, and Electronics.

References

- Ben Grigor - General Manager Operations - Upskilled - 0402 509 973
- Fiona Stray - IT Trainer - Upskilled - 0456 770 344
- Jessica Dias - Former manager at Linx - 0412 910 406
- Alan Izadfar - Former colleague - 0416 098 683