## **TROY PARKINSON**

2 Margaret Street

Wendouree, Victoria 3355

icows12@hotmail.com

**0418 328 932**

### CAREER AIM

Utilizing my training, experience and passion for information technology to work as a systems: maintenance, programming or support assistant.

CAREER SUMMARY

* Australian Computer Doctors - Independent Service Technician
* McDonalds - Customer Service
* Self Employed - Computer Maintenance
* Daniel Kelly Racing - Foreman / Track work
* Julie Dempsey - Medical Receptionist

### SKILLS AND ATTRIBUTES

* Help desk support troubleshooting user error
* Virus removal
* Installation of software & driver sourcing for software upgrades
* Ability to make computer jargon easily understood so customers can make a decision they understand
* Construction of a computer from separate hardware parts to working product
* Internet installations
* General administration
* Data entry/ word processing
* Computer systems understanding/programming
* Network maintenance
* Computer administration and repair
* Report writing
* Professional cleaning maintenance
* Food preparation and service
* Track foreman/rider
* Ability of multitasking in a fast-paced environment, while maintaining an emphasis on quality.
* COMPUTER **:** Microsoft Office Suite : Access, Word, Power-point, Outlook & Internet Explorer.
* Honest and trustworthy
* Reliable
* Demonstrated ability to work independently & as a team member
* Conscientious and hardworking
* Ability to supervise & instruct my fellow workers
* Excellent written and verbal communication skills; acquired through study and customer service experience
* Ability to grasp and apply technical concepts and to think laterally
* Enthusiastic and willingness to always put in the extra effort for the employer and customer.
* Sense of humor

### EMPLOYMENT HISTORY

**2011 Field Technician Australian Computer Doctors**

**(Current)**

* Independent Contractor servicing computers in the Ballarat area.
* Spyware, Trojan & Virus Removal
* Improving Computer Speed
* Home Networks & Wireless Setup
* Internet & Email Issues
* All Crashed Computer Issues
* Hardware Repairs & Upgrades
* PC Tutoring & Installations
* Broadband & ADSL Installations
* Advanced Data Recovery
* Laptop Hardware Repairs

**2011 Freelance Computer Service and Maintenance**

**(Self Employed)**

* System diagnosis and repair
* System maintenance
* Consultancy and advice
* Efficiency upgrades

2010 **Daniel Kelly Racing**  **Jockey/Track work Rider/Foreman**

* Ride racehorses in work
* Supervise staff members & delegate work
* Faxing & receiving of pay sheets and pay slips.
* Administration of correct prescription drugs for horses
* Liaising with media - television, radio & newspapers – Preparing press releases
* Meeting & greeting high profile businessmen & owners.

2010

**McDonalds**

* Customer Service
* Orders / cash register
* Food preparation
* Maintenance and cleaning

2005-2006 **Dr. Smith Medical**

**Medical Receptionist**

* Greet and meet customers/provide customer service
* Data Entry/Word Processing
* Cash Handling
* Reception – Face to face and telephone appointments
* General administration duties
* Problem solving

#### **EDUCATION**

2009 **Bachelors Degree - Information Technology**

University of Ballarat

2007 **Certificate 4 in Information Technology (IT)**

University of Ballarat

1993 **Successful Completion of year 12 (VCE)**

Brauer College – Warrnambool

**Subject studied:**

* English Mathematics
* Science Information Technology
* Automotive Graphics
* Psychology Woodwork

#### **CERTIFICATES/ LICENCES**

Responsible Serving of Alcohol Certificate

Current Manual Victorian Drivers License

#### **REFEREES**

**Australian Computer Doctors**

Manager

Ben O’Reilly

1300 551 350

**Julie Dempsey**

Manager/Receptionist

(03) 5562 2829

**04083 15798**

**Daniel Kelly**

Horse Trainer

**0407509176**