

# Teresa Fares

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Teresa Fares | 0491 141 725 | [teresa.fares.050504@gmail.com](mailto:teresa.fares.050504@gmail.com) |

## Professional Summary

Motivated and detail-oriented Systems Support Analyst with a solid foundation in IT troubleshooting, system maintenance, and user support. Currently working in IT with a Bachelor's in Programming, Certificate III in Information and Communication Technology (TAFE NSW) and ITIL v4 certification. I bring hands-on experience in diagnosing technical issues, configuring systems, and managing user requests in a fast-paced environment.

## Skills

- Languages: C#, JavaScript, React, HTML, CSS
- Tools: Unity, Git, Visual Studio Code, powershell
- IT Knowledge: Technical troubleshooting, operating system installation, system maintenance, networking basics, web development, version control
- Effective communication with technical and non-technical users
- Problem-solving and root cause analysis.

## Education

**Certificate III in information and communication technology**  
Tafe NSW- 2025

**ITIL v4 Certification - 2025**

**Bachelor of Games development (Programming)**  
SAE Institute- 2022 - 2023

## Work History

**Systems Support Analyst • Talent • 06/2025 - Current**

- Respond to escalated first level queries from the Service Desk.
- Manage vendor escalation.
- Proactive system maintenance.
- Assist with the delivery of projects.

- Maintains professional and technical knowledge by reviewing professional publications and establish networks

### Sales Specialist • Australian Natural Care • 03/2024 - 10/2024

- Processed transactions and managed customer orders
- Provided tailored product advice and met daily KPIs
- Handled inbound/outbound stock and system entries

### Game Programmer • Smash Button Games • 09/2023–02/2024

- Developed interactive applications using Unity3D
- Implemented gameplay mechanics and UI components
- Collaborated with team to optimize performance and assets

## Reference Numbers

Available upon request