



# Teresa Fares

## Contact

0491 141 724

<https://shado5.github.io/teresafares/>

175A Victoria rd Punchbowl

## About Me

Motivated and detail-oriented Systems Support Analyst with a solid foundation in IT troubleshooting, system maintenance, and user support. Currently working while completing a Certificate III in Information and Communication Technology. 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
- 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
- Team collaboration in dynamic environments

## Education

- **Certificate III in information and communication technology**  
*Tafe NSW* 2025  
Gained foundational skills in programming, networking, technical support, and web development. Learned to troubleshoot ICT issues, install and configure operating systems, and manage workplace information securely. Developed effective communication, teamwork, and problem-solving abilities in ICT environments.
- **Bachelor of Games development**  
*SAE Institute* 2022 - 2023  
The Bachelor of Games Development at SAE University College provides students with skills in programming, game engine scripting, and asset production. Graduates are prepared for roles like game developer and gameplay programmer. The program offers flexible study options, including on-campus and online formats.

## Experience

- **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
- **Sales Assistant**  
*Nutrition Warehouse* 05/2022-03/2024
  - Supported customers and managed large deliveries
  - Ensured product display and invoice accuracy

## References

### Georgia Townsend

Talent Employer

Email:

georgia.townsend@talentrise.org

### John Papas

Australian Natural Care Employer

Phone: 0421 471 779