

Teresa Fares

Teresa Fares | 0491 141 725 | teresa.fares.050504@gmail.com | <https://teresafares.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, a completed Certificate III in Information and Communication Technology (TAFE NSW), ITIL v4 certification, and currently undertaking Certificate IV in Information Technology. I bring hands-on experience in diagnosing technical issues, configuring systems, and managing user requests in a fast-paced environment.

Skills

- C#, JavaScript, React, HTML/CSS and PowerShell
- Technical troubleshooting
- Operating system installation
- System maintenance
- Networking
- Effective communication with technical and non-technical users
- Root cause analysis..

Education

Certificate IV in information and communication technology
Tafe NSW- 2025 - Current

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

- Provide technical support to end users via phone, email, tickets, or in person.
- Participate in IT projects such as system upgrades, migrations, and new technology rollouts.
- Diagnose and resolve issues related to hardware, software, networks, and user accounts.
- Install, configure, and maintain operating systems, applications, and hardware devices.
- Manage user onboarding and offboarding, including account creation, permissions, and access rights.
- Monitor system performance and troubleshoot incidents to ensure minimal downtime.
- Perform routine maintenance such as updates, patches, and system health checks.
- Support Office 365, Active Directory, Exchange, Intune, and other enterprise tools.

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