

# CONRAD THIELE

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## EXPERIENCE

MARCH 2016 - JAN 2018

### COMPUTER TECHNICIAN, COMPUTER ZEN

Visiting customers in their home, communicating and listening to their issues/problems and offering technical advice and then repair issues with home personal computers and/or network infrastructure.

JUNE 2016 – JAN 2018,

### HANDYMAN, SELF EMPLOYED

Perform general maintenance and upkeep of people homes.

## EDUCATION

JAN 2018

### MASTERS, JAMES COOK UNIVERSITY

Learning how to successfully determine the needs of the client through systematic querying of multiple stakeholders within the organization to determine the right questions to be asked of their data to then provide the answers that can help the customer forecast for both present and future outcome(s), and then reporting in manageable easy to consume format which allows the client/business leaders to make informed decisions.

Pre-processing and cleansing of data;

- Through software Excel, R Studio, MSOL
- Prediction or deletion of missing data.
- Merging multiple files (creating unions based on key fields)
- Checking for outliers and dealing with them in appropriately manner. By asking simple questions;
  - Why do the outliers exist in the first place?
  - Are these signs of changes in behavior or a trend which needs to be observed?
  - Can they offer any further insight or are they purely happenstance?

Analysis and reporting the findings;

- Techniques for which can be employed and have been learnt;
  - Normalizing the data through statistical methods to ensure they scale well in graphs.
  - Determining the distribution of the data, normal or non-parametric, to enable hypothesis to be formed and thereby strengthening the reliability of the results.

- Predicting future changes through machine learning techniques.
- This can be achieved using open source tools such as;
  - R Studio Markdown reproducible (PDF & HTML)
  - R Studio Dashboards
- Paid software;
  - Tableau (Dashboards)
  - SAS (accessing MSQL servers & machine learning)
- Oral Presentations.
- In-depth written reports.

**MAY 2016**

### **CERT III OFFICE ADMINISTRATION, MAX EMPLOYMENT**

Training was provided on site at Masters' Warehouse in Everton Park to prepare the students for possible jobs within the company. Skills attained where;

- Greeting a customer, effective communication and listening in caring manner.
- Product knowledge and alternative selling based on customers' needs.
- Safety principals within in the retail industry.

**SEP 2011**

### **BACHELOR OF NURSING, AUSTRALIAN CATHOLIC UNIVERSITY**

Effectively communicate between multiple groups of skilled workers to obtain the best outcome for the client.

Courageously perform assessments of the clients', set procedures in place, review the outcome of the interventions and analyze the efficacy of interventions, while maintaining the integrity of my profession which key ethos is caring.

## **SKILLS**

- Communication and listening are two main strength that any business would benefit from by employing me
- Touch typing 45wpm
- Proficient with MS Word
- Excellent with MS Excel
- Fantastic phone manner

## **ACTIVITIES**

For the last two years, I have been teaching myself, mostly through a book and online, how to write and read computer code. It started off as and an interest and then decided to study full time. I have recently moved to be closer to my children and enjoy spending more time with them. My goal is to make them all productive members of society with the aim to lead by example.

## **REFEREES**

**OWNER**

**TOBY HAZLETT, COMPUTER ZEN**

0451 134 972

**DIRECTION OF NURSING**

**PATRICIA HAMILTON, SUNNYMEADE PARK AGED CARE**

(07) 5495 4233

**SALES MANAGER**

**ANDREW CRAWFORD-FLETT, ZEEAM BACKUP AND DATA SOLUTIONS**

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