

Timothy McLennan

Sydney

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Skills

- Excellent written & verbal communication
- Technical skills (HTML, CSS, JS, Python)
- Technical articulation & paraphrasing complex solutions
- Organisational abilities
- Strong desire to learn
- Team player

Experience

Software Developer

Freelance

Jan 2022 - Present, Sydney

- Self-taught developer
- HTML, CSS, JS, React, Python, Java, AWS, Cloud
- Stakeholder Communication
- Built projects

Digital Marketing Manager

Mercury Digital

Jan 2020 - Dec 2020, Sydney

- Self employed, entrepreneurial project
- Provided social media advertising solutions for local businesses
- Achieved high customer engagement
- B2B Cold calling & cold emailing
- Facebook and Instagram advertising
- Managed a small team

Financial Assistance Specialist

Commonwealth Bank of Australia

Jun 2020 - Dec 2020, Sydney

- First point of contact for customers experiencing hardship (Inbound & Outbound phone support)
- Providing strong empathy and problem solving skills to support customers in achieving their financial goals
- Strong customer service skills & dealing with customer's sensitive financial issues
- Professional customer management (De-escalation and resolution)
- IT, PC troubleshooting and Microsoft Office skills

Student Support Team Leader

Open Colleges

Apr 2019 - Apr 2020, Sydney

- Managed a high volume inbound call center (250+ calls a day)
- Supervised & coached a team of 10-15 student support officers
- First point of contact for customers country-wide (Inbound & Outbound phone support)
- Salesforce Administration (Service and Sales Cloud including Genesys Integrations)
- High pressure environment
- Conducting 1 on 1 performance evaluations/monthly KPI reports
- Handling sensitive customer issues
- Strong empathy and customer service skills

Education

Salesforce Administration/Developer Certification

Trailhead

Sep 2022 - Present, Ultimo

Studying to achieve certification to tailor and customise Salesforce solutions to different business challenges.

Bachelor of Information Technology

University of Technology Sydney

Jan 2020 - Dec 2022, Ultimo

A thorough education in all aspects of computing and information systems. I have a deep knowledge of IT and CRM solutions within a business.

Cisco Packet Tracer

Cisco Networking Academy

July 2021 - Nov 2021

Powerful network simulation and visualization tool. Completed as part of my UTS accreditation.

