Timothy Jones

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About

I am a highly motivated individual who wishes to succeed through making use of every opportunity presented. As a recent graduate, I now hold a Master's degree in Information Technology, with a major in Cyber Security and Network Engineering at the Queensland University of Technology. I have a strong passion for all things software and am proficient in problem solving and critical analysis with a high attention to detail. I have used these skills to refine my visual and technical design skills and to kickstart a small freelance web design business, with my portfolio located at timothyjones.com.au.

Experience

JB Hi-Fi | IT Sales Assistant
October 2017 to present

I tailor technology and software recommendations to a wide range of customer personalities and requirements. This includes:

- Driving customer satisfaction by building and maintaining rapport to attain high sales volume.
- Customer dispute resolution techniques and knowledge surrounding the Australian Consumer Law, as well as adherence to Telstra policies and procedures surrounding contracts.

Education Queensland | IT Administrator
May 2017 to October 2017

I obtained a Blue Card for working with children and an Orange Card specific to the Department of Education certifying me to work with the standardised IT hardware that is deployed across the Greater Brisbane Region of state schools. This work involved:

- Maintenance of Apple and Windows devices and wired and wireless networks.
- Providing purchase recommendations of IT equipment, oversaw the sustainable recycling of the previous fleet of devices to proper outlets and provisioned wireless access points.

Urban Circus | Assistant System Administrator
July 2016 to January 2017

I was tasked with keeping workstations operational for graphic designers with minimal downtime for hardware and software replacements and upgrades. This consisted of:

- Hardware and software troubleshooting, issue resolution via remote desktop, DNS + DHCP configuration and hardware replacements were performed to assist the primary sysadmin.
- Participation in office relocation involving reconfiguration of main server and workstations.

CPM Australia | Microsoft Brand Ambassador
December 2014 to May 2017

I primarily marketed Microsoft products and services through professional sales techniques at various outlets in Brisbane spanning both JB Hi-Fi and Harvey Norman. This also comprised of:

- Extensive troubleshooting on customer computers and phones in both software and hardware.
- Fixture compliance, point-of-sale execution, and reporting sales data.

Competencies

Applications

- Splunk SIEM
- Android Studio
- Active Directory DS
- Splashtop Business
- Linux Bash Terminal
- Office 365 Click-to-Run
- IDA Interactive Disassembler
- Microsoft Azure AD and Admin
- Armitage/Metasploit Penetration Testing

Programming

- C
- C#
- C++
- PHP
- Java
- CSS3
- JQuery
- HTML5
- JavaScript

Education

Queensland University of Technology | Master of Information Technology
Cyber Security & Networks with Distinction | February 2019 to July 2020

Queensland University of Technology | Bachelor of Information Technology
Computer Science | February 2015 to July 2018

Projects

ChekRite Brisbane Digital Data Capture | Application Security Analysis
March 2020 to June 2020

Queensland University of Technology | LoRaWAN Research Project
July 2019 to October 2019

Queensland Health | SMS Medical Appointment Booking System
February 2017 to October 2017

Interests

- Long distance running over 5, 10 and 20km (QUT Running executive - 4 years)
- Building computers and assisting friends with software development
- Reverse engineering and iOS jailbreak development
- Photography, photo editing and video editing

References

JB Hi-Fi Queen Street | Ciaran Woulahan
Store Manager | 0411 142 498

Education Queensland | Kristin Hill
Deputy Principal | 0475 802 735

Microsoft | Glenn Balbarais
Microsoft Territory Advisor | 0434 359 142