

## Summary

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I am a diligent full time university student dedicated to team collaborations and providing great customer service via phone/onsite. Seeking different opportunities to further enhance my customer service and develop my technical problem-solving skills where my past experiences have prepared me to work in different situations. I'm a self-motivated individual whilst being patient and will learn things that pique my interest

## Technical Skills

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**Languages:** Python, HTML, CSS, JavaScript, PowerShell

**Programs:** Microsoft Visual Studio, Microsoft 365 SAAS, Microsoft Azure, Windows 8,10, and 11. Ubuntu(Debian), Python IDLE, Pycharm, SQLite, Django, Jupyter Notebook, Powershell ISE

**Skills:** Technical/Onsite support, Help desk support, Hardware repairs, Networking, POS systems

## Experience

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### **Hai's Harvest Fruit and Vegie Store [2019 – Present]**

- Provide courtesy, friendly and efficient service to customers
- Maintain stock levels of the store
- Ensure the store is in a neat and tidy manner

### **IT Support Officer – Motorcycle Holdings [4 months]**

Key Responsibilities:

- Proactively monitor Service Desk request, answering support calls and following escalation process via RDP connect sessions or onsite work.
- Supporting end users remotely on Windows 10 & 11, resolving printer, EFTPOS, and service diagnostic tooling issues.
- Manage user accounts, permissions, and group policies in Active Directory both on-prem and in cloud.
- Attending retail outlets for onsite support in greater Brisbane, Gold Coast and Sunshine coast regions to resolve Point of Sale issues, hardware faults, network outages, and configuring/moving workstations.
- Accurately maintaining documentation of work and adhering to SLA's. Assisting with identifying areas of improvement, developing, testing, and deploying business solutions. Logging faults with vendors for Internet, Voice, EFTPOS, and various other services.
- PowerShell automation to automate basic program needs via running scripts through Windows 10 & 11.
- Network cable/Patch management. Configuring data cabinets holding switches, veloclouds, audio amplifiers.

## IT Desktop Support Engineer Lv 2 – IES College [Present]

### Key Responsibilities:

- Providing end-user IT support, including level 1-2 help-desk assistance
- Performing server, desktop and network administration across the business, including;
  - Deploying and maintaining servers and desktops
  - Procuring and coordinating IT-related resources/assets
  - Facilitating the server and system data backup processes
  - Coordination of IT assets
- Undertaking Standard Operating Environment (SOE) configuration and maintenance
- Achieving set performance standards to support department excellence
- Upholding Work Health and Safety principles in all aspects of work
- Undertaking other duties as requested by the IT manager

## References

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### **Hai Nguyen - Co-Owner.**

Company: Hai's Harvest

Contact: [Haiohshnguyen1980@hotmail.com](mailto:Haiohshnguyen1980@hotmail.com)

Relation: Hai is the owner of the business that I currently am working for part time.

### **Lachlan Murray**

Company: Teammoto/Motorcycle Holdings

Contact: [lachlan.murray@mcholdings.com.au](mailto:lachlan.murray@mcholdings.com.au)

Relation: Lachlan was my IT operations manager for MCHoldings in charge of all my duties involving the job.

### **Neale Gray**

Company: IES College

Contact: [gray@iescollege.com](mailto:gray@iescollege.com)

Relation: Neale was my IT manager for IES college in charge of all my duties involving the job.