

# Jaiden Nguyen

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## EXPERIENCE

### **Morco Fresh, Rocklea — Warehouse assistance/Pick packer**

July 2023 - PRESENT

- Managing orders and controlling stock levels
- Maintenance of stock with high levels of accuracy
- Receiving goods and processing for dispatch
- Unloading and loading of trucks
- Able lift heavy up to 35-40kg
- Pallet jack experience

### **QML Pathology, Murarrie — Technical Services Analyst**

November 2021 - July 2023

- Support and maintain the technology infrastructure, including organisational computer systems, desktops, mobile phones, other peripherals and technology
- Support end-users by resolving technical issues effectively, efficiently and in a timely manner.
- Maintain local site networks, security systems, physical and virtual servers, and backup systems
- Manage assigned tasks and workload in accordance with technology service levels and KPI's.
- Investigate and resolve a range of technical issues and incidents. Determine the root cause, identify appropriate actions and resolutions to minimize repeat incidents.
- Manage incident escalations to minimize impact to business and end users by responding and resolving service interruptions promptly
- Maintain accurate change related information such as change requests, approvals, implementation plans and post-implementation reviews.
- Identify potential risks associated with changes and develop mitigation strategies in conjunction with key stakeholders.

## SKILLS

Independent with minimal supervision

IT literate

Heavy lifting

Respectful and hard working

Piano

Guitar

Short

## EDUCATION

**Bachelor of Information Technology - Griffith University - Currently Studying**

**Certificate III in Business**

**Year 12 Graduate**

## REFERENCES

Morco Fresh : Andy Cruiz  
(Manager), P: 0455 851 844

QML Pathology: Simon Grant  
(Technical Services team lead), P: 0423 047 301

IES College: Neale Gray (IT manager), P: 0411 835 711

## **IES College, Murarrie— *IT Desktop Support Engineer***

January 2021 - November 2021

- Providing end-user IT support, including level 2 help-desk assistance
- Provide onsite IT technical support
- Manage user accounts, permissions, and group policies in Active Directory
- Powershell automation to automate basic program needs via running scripts through windows 10 & 11
- Proactively monitor Service Desk requests, answering support calls and following escalation processes via RDP connect sessions or onsite work.
- 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