

ANTHONY HANSORD

37 Wanda Street, Mulgrave · 0403661858 · anthony.hansord@gmx.com

OBJECTIVE

IT Professional seeking the role of Level 1 Helpdesk Technician, where I can combine and share my years of knowledge and experience as an IT Support Technician and as Customer Service Representative.

I am an analytical and forward-thinking individual with a passion for solving problems. I am looking to further my career in this industry and to provide my experience and skills to improve all types of organizations.

SKILLS

- Administration of Windows Server 2003 – 2016
- MS Office suites including Office 365.
- Mac OSX and iOS experienced.
- Hardware assembly and configuration experience.
- Skilled in virtualization technologies.
- Remote Desktop experienced.
- Punctual and reliable.
- Excellent communication and problem-solving skills.

EXPERIENCE

NOV 2020 – PRESENT

WAREHOUSE ASSISTANT, COMFORTEL

Includes 3 months working casually via ESP recruitment

- Picking and packing orders
- Operating a forklift safely
- Organising the warehouse
- Loading and unloading trucks/containers
- Assisted in implementing barcode scanning system.

SEPT 2019 – MAR 2020

CUSTOMER SERVICE REPRESENTATIVE/PAYROLL, BIDFOOD

- Taking inbound and making outbound calls to customers
- Processing of customers' orders (B2B). both by phone and email.
- Following up with delivery drivers for ETAs to customers.
- Raising a credit, when there is an issue with a delivery.

FEB 2019 – MAY 2019

CUSTOMER SERVICE REPRESENTATIVE, TSA

- Taking inbound and making outbound calls on behalf of HCF.
- Assisting members tailor their health insurance to get the best value.
- Consulting with other health funds to ensure smooth transfer of members.
- Building rapport with callers to ensure customer satisfaction.
- Speaking with other departments to solve members' issues.

MAY 2018 – JAN 2019

CUSTOMER SERVICE REPRESENTATIVE, SERCO

- Working on behalf of the ATO to answer calls related to individuals' tax.
- Conducting proof of identity checks on each call.
- Assisting customers update account details.
- Logging jobs with Siebel and escalating calls to the correct departments.
- Received nomination for employee of the month for reaching my KPIs.

FEB 2012 – JUL 2012

LEVEL 2 HELP DESK, ATS SOLUTIONS

- Managed service desk requests.
- Solved help desk issues via phone, remotely and email.
- Helped with the installation and deployment of hardware and software.
- Provide instruction to clients to fix minor issues over the phone.
- Remotely monitor servers and applications.

ADDITIONAL EXPERIENCE

FREELANCE STAGEHAND

STAGEHAND, SIDEKICKER

STAGEHAND, GIGPOWER

LABOURER, WORKFORCE XS

CAFÉ ALL-ROUNDER, FORDHAM'S MILK BAR

KITCHENHAND, EPICURE

KITCHENHAND, MCDONALDS

JUL 2018 – NOV 2020

MAR 2018 – NOV 2020

NOV 2016 – NOV 2020

JUL 2017 – MAY 2018

MAY 2017 – NOV 2017

MAR 2016 – NOV 2016

DEC 2012 – JUL 2015

EDUCATION

FEB 2016 – MAY 2017

BACHELOR OF AUDIO, SAE MELBOURNE

Trained how to set up a live performance, learned how to record sound for film and advance music production techniques. Was tasked to lead projects and run extracurricular shows.

FEB 2015 – DEC 2015

DIPLOMA OF SOUND PRODUCTION, SAE PERTH

Learned how to create songs, set up performances and recording techniques, was asked to assist in setting up and running the Disconnect Festival.

FEB 2010 – DEC 2011

DIPLOMA OF IT (NETWORKING), POLYTECHNIC WEST

Gained skills of network Administration with Cisco devices, learned to configure and administer Windows Server. Gained the ability to plan and implement a project from start to finish.

Achievements: Was chosen from a select few to attend a work experience program at Kinetic IT.

REFERENCES

References available on request.