



Employment History

Jun 2021 – Present	Software Support Specialist, Best Practice Software	Bundaberg
	<ul style="list-style-type: none">Consistently meet monthly KPI targets for call numbers and call times.Maintain a high first contact resolution percentage.Consistently scored 95%+ in quality assurance checks.Regularly contributed to the internal and external knowledge bases, both revising articles and writing my own.	
Feb 2021 – Jun 2021	Maintenance Officer, Bluesummer Properties	Bundaberg
	<ul style="list-style-type: none">Same as below (company restructure)	
Apr 2020 – Feb 2021	Facilities & Assets Officer, Southern Cross Support Services	Bundaberg
	<ul style="list-style-type: none">Consistently meet maintenance KPIs, helping the organisation to meet its contractual obligations.Effectively process over 300 maintenance request per month, submitted across QLD.Maintain contractor compliance documentation.Successfully manage Bundaberg portfolio during periods of reduced staffing.	
Oct 2018 – Apr 2020	Support Worker, Southern Cross Support Services	Bundaberg
	<ul style="list-style-type: none">Built relationships with a wide range of clients.Worked with a variety of clients to help them achieve their goals.Maintained client records to effectively monitor client progress and behaviours.Managed challenging client behaviours using verbal de-escalation techniques.	
Jan 2017 – Feb 2019	Apprentice Electrician, Laser Electrical	Bundaberg
	<ul style="list-style-type: none">Carried out installation of electrical & data cable, appliances, and equipment.Conducted troubleshooting on electrical & data systems.Worked effectively within small & large teams on wide ranges of projects.Provided a high level of customer service in domestic, commercial, and industrial situations.	
Mar 2016 – Jan 2017	Fuji Xerox Technician, Wide Bay IT	Bundaberg
	<ul style="list-style-type: none">Was responsible for installation, troubleshooting and repair of Fuji Xerox Printing systems.Successfully lead large roll-out projects of multiple large commercial clients, including a large local retailer and hospital.Worked with onsite & offsite IT support teams to ensure correct configuration & full functionality on a large multi-site national device roll-out.I was able to show my versatility by working with our IT and telecommunication departments to assist with large rollouts of IT equipment and IP phone systems.	

Education/Certifications

2020 - Present	Bachelor of Information Technology, CQUniversity	Part-time (Online)
	Major - Cyber Security	
2019	Certificate of Registration, QLD Office of Fair Trading	
Jun 2015 – Dec 2015	Cert. III in IT & Digital Media, TAFE East Coast QLD	
Other qualifications & certification available on request		

References

Brandon Hendry, Laser Electrical
0400 846 993

Micheal Hurst, Wide Bay IT
0429 645 789

Kathy Ellem, Southern Cross Support Services/Bluesummer Properties
0403 689 063