



## Employment History

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

## Education/Certifications

2020 - Present	<b>Bachelor of Information Technology, CQUniversity</b>	Part-time (Online)
	Major: Application Development      Current GPA: 6.44	
2019	<b>Certificate of Registration, QLD Office of Fair Trading</b>	
Jun 2015 – Dec 2015	<b>Cert. III in IT &amp; Digital Media, TAFE East Coast QLD</b>	
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