

Tim Silby

A diligent hard worker with extensive experience in the Australian IT industry. Proven high level analytical and problem-solving abilities combined with an outstanding customer service record.

Key Strengths

- HTML/CSS, JavaScript, Node.
- Microsoft Windows Server 2003/2008/2012.
- Microsoft Active Directory, Group Policy, DNS, DHCP, Clustering.
- Scripting (PowerShell, VBScript).
- Many years of customer service experience in a number of different fields.
- Excellent written and verbal communication skills.
- Experience supervising, training and leading small teams.

Qualifications

- ITIL v3 Foundation
- VMware Certified Professional 5 – DCV
- MCITP – Windows Server 2008 Enterprise Administrator
- MCTS – Windows Server 2008 R2, Server Virtualization
- Diploma of Systems Technology (Spherion Education, 2003)

Professional Experience

Apples on Ainsworth Café

February 2020 – present

Barista

- Work as part of a close-knit team to provide an exceptional customer experience
- Build relationships with a strong regular client base.
- Front of house duties, stock management, general café duties
- Train and supervise junior staff

Café Auchenflower

October 2018 – April 2019

Barista

- Worked as part of a close-knit team to provide an exceptional customer experience which included building relationships with a strong regular client base.
- Prepared/served coffee and other front of house duties.
- Assisted with cleaning and other general duties

The Green Owl Bar and Café

March 2018 – September 2018

Barista/Bartender

- Displayed excellent customer service skills while performing coffee, bar and kitchen duties.
- Developed a rapport with the core of regular customers.
- Assisted with general cleaning, housekeeping and stock ordering.

The Cheeky Bean Espresso Bar

February 2017 – March 2018

Barista

- Worked as part of a small team to deliver coffee in a high-pressure environment.
- Maintained a very high standard of customer service.

Datacom Systems

April 2011 – January 2017

IT Systems Engineer

- Held a senior position in a high-performing team that was responsible for delivering services to a number of large clients across the country.
- Developed strong relationships with external clients to enable more comprehensive and effective service delivery.
- Utilised extensive problem solving skills to deliver timely solutions to a variety of technical issues.
- Received an Employee of the Quarter award for Service Delivery.

Queensland Health

February 2008 – March 2011

IT Systems Engineer (Contract)

- Held a position as acting team leader responsible for a team of four technical staff.
- Utilised high-level technical and communication skills (written and verbal) to help deliver a major project that involved staff from a number of different teams across the organisation.
- Followed standardised practices and procedures to resolve incident and problem tickets within agreed timeframes.