

## Tim Rose

A full-stack web developer with a passion for solving problems. Recently completed the Coding Bootcamp through the University of Sydney. High-level analytical and problem-solving abilities have been honed over thirteen years working in the IT industry as a systems engineer. Many years of customer service experience have resulted in proven, highly developed interpersonal and communication skills, and I have been awarded for outstanding service delivery.

### Key Strengths

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- Languages: HTML5, CSS3, JavaScript ES6+.
- Frameworks: React, jQuery, Bootstrap.
- Back end: Node, Express, MongoDB, MySQL
- Proven analytical and problem-solving skills.
- Many years of customer service experience in a number of different fields.
- High-level communication and interpersonal skills.

### Projects

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#### CommunityConnect

<https://github.com/rorydavidtanner/CommunityConnect>

<https://communityconnect-1.herokuapp.com/>

- An online app connecting people who need help with volunteers in their community.
- Role: database, routing and front-end JavaScript
- Tech: HTML/CSS, JavaScript, Node, Express, MySQL, Sequelize, Bootstrap

#### Employee Directory

<https://github.com/timsilby/TS-19-Employee-Directory>

<https://timsilby.github.io/TS-19-Employee-Directory/>

- A React application for viewing employee information.
- Role: sole author
- Tech: HTML/CSS, JavaScript, Node, React, Bootstrap

## Informed Traveller

<https://github.com/Epanastatis2020/Informed-Travel-App>

<https://epanastatis2020.github.io/Informed-Travel-App/>

- A web app which shows news and weather relevant to a specific location.
- Role: JavaScript, front-end styling
- Tech: HTML/CSS, JavaScript, jQuery, Bootstrap

## Professional Experience

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### Apples on Ainsworth Café

September 2019 – present

Barista

- Work as part of a small, close-knit team to provide an exceptional customer experience.
- Build relationships with a strong regular client base.
- Trained and supervised several junior staff
- Manage café when owner is away.

### Café Auchenflower/The Green Owl

February 2017 – April 2019

Barista/Bartender

- Used extensive customer service and interpersonal skills to provide an exceptional customer experience.
- Built and maintained strong relationships with regular clients.

### 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.
- Assisted with the implementation and delivery of a new hosted email offering including formulation of operational procedures.
- Developed strong relationships with external clients to enable more comprehensive and effective service delivery.
- 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 enterprise-wide project.
- Followed standardised practices and procedures to resolve incident and problem tickets within agreed timeframes.

## **Education**

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### **Certificates**

- Full Stack Web Development - University of Sydney (February 2021).
- ITIL v3 Foundation (August 2014)
- VMware Certified Professional 5 – DCV (March 2014)
- MCITP – Windows Server 2008 Enterprise Administrator (August 2012)
- MCTS – Windows Server 2008 R2, Server Virtualization (May 2012)

### **Other**

- Diploma of Systems Technology (Spherion Education, 2003)