

Andrew Quenette

Email: and1roxx43@gmail.com

Mobile: 0417 355 571

Address: Unit 1/35 Roger Street, Doncaster East 3109

URL: <https://and1roxx43.github.io/myPortfolio/>

PROFILE

Highly motivated, possessing 5+ years' experience in providing specialised IT business system support services with organisations including major specialist software developers and educational sector and substantive technical skills. Strong troubleshooting, analytical and communication skills, combined with enthusiasm for working as a technician in challenging environments. Confident working independently and as part of a team, quickly adapting to change whilst working under pressure and meeting all set deadlines. An excellent communicator with the ability to explain procedures in a practical and user-friendly way.

LEADERSHIP, PROBLEM SOLVING & RESPONSIBILITIES

Self-motivated and focused, able to accomplish anything with enthusiasm.

Strong attention to detail and focus on task completion.

Good conflict and prioritisation management

Strong planning, analytical and time management skills

Ability to work within a team and on my own.

IT RELATED EMPLOYMENT BACKGROUND

Educational Horizons Group, **Senior IT Consultant**

April 2016 – Current

Responsibilities:

- Administering end-to-end project planning and execution to ensure timely delivery of projects.
- Website deployment
- SQL server administration
- Troubleshooting desktops & technical issues in the T-SQL database/web servers of clients while aiding with reporting results
- Importing, updating, inserting, deleting, analysing, and manipulating data while developing MS Query reports
- Deploying builds/software to development and production servers via Octopus.
- Provide and assist clients with efficient support.
- Monitor the effectiveness of problem resolution.
- Document logged incidents in a tracking application.
- Interact with developers and database administrators.

Summary:

- Backup and restoring of Synergetic database.
- Scripting of reports via SQL
- Making sure related agent jobs are running correctly.
- System Configuration and Group/User security permissions
- Configuration of IIS Web Server. Modification of webpages via CSS, HTML, JavaScript.
- Assist with C# and .NET code review.

TECHNICAL SKILLS

Customer Service and Technical skills

- Excellent Customer Service
- Excellent Communication & interpersonal skills
- Client issue resolution
- Remain calm in stressful situation.
- IIS configuration
- T-SQL Database manipulation
- MySQL
- MongoDB
- Apollo GraphQL

Products, utilities, and Tools

- JIRA Service Desk
- Octopus Deploy

Programming and Software Development

- **Intermediate skills:**
 - Visual Studio 2010/12/13/15
 - VS Code
 - HTML5, CSS, JSON, XML
 - JavaScript
 - Node js
 - Express
 - React
 - Handlebars
 - C#, .NET

Database Management

- SQL Server
- MongoDB

Document Preparation and Presentation

- Microsoft Office (Word, Excel, PowerPoint, Visio, Project)

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Computer Power Institute, **IT Academic Student Support**

April 2015 – April 2016

Responsibilities:

- Assist in the students learning experience.
- Monitor and support students with regards to progress (large variances, low motivation)
- Maintain regular contact with students via phone and email.
- Assist students in diagnosing problems and debugging programs in C#, .NET, Java, JavaScript.
- Enter Students progress using an internal Client Relationship Management System (SMART)

Manningham Council IT Department, **IT Support (contract)**

February 2015 – April 2015

Responsibilities:

- Provide 1st Level technical support to clients.
- Installing and configuring computer hardware system/software
- Undertaking analysis, diagnosis, and resolution of client problems via phone
- Email and face to face support

IT QUALIFICATION

Web Development Bootcamp
Trilogy Education (Monash Uni)
(Successfully completed)
Technology learnt:

- HTML, CSS, JavaScript, JQuery, Handlebars, Node Js, Express, Sequelize, MySQL, MongoDB, Mongoose, Apollo GraphQL, React, MERN Stack, API, Postman, Insomnia.

Diploma of Software Development
(Successfully completed)

March 2012 – October 2015(part time)

Computer Power Institute, Melbourne, VIC

Examples of the projects undertaken during this course include the following:

Application and Web Development

- Programmed a school course enrolment system in Visual Studio 2010, designed using XAML and C#. This WPF application accesses a database in SQL Server 2008 R2 that stores details for students, teachers, administrators, courses, qualifications, and marks. Password access allows users to manipulate data in the database depending on their role.
- Programming a basic C# ASP.NET website designed to access a customer database for an online store.

Mobile Application Development

- Created an Android Weather App in Eclipse IDE using Java. The application accessed data from the Open Weather Map API in JSON format to display the temperature and a 24-hour forecast for the eight states and territory capitals of Australia.
- Built various small Android applications in NetBeans IDE using Java and XML coding. These included a simple database application to act as a Travel Diary, an app to draw

Operating Systems

- Windows 7/8/10
- Windows Server

Interests

- Playing Soccer
- Music
- Trekking
- Cooking

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shapes in response to a user's touch, and an Earthquake finder app to use JSON format data from GeoNames.org.

NON-IT EMPLOYMENT BACKGROUND

Worked as a casual chef/cook for cooking agencies, cafes, restaurants, Aged Care and Hospitals before taking on my dream career as an IT professional.

Millward Aged Care, Head Chef	March 2012 – February 2015(perm)
Donvale Rehabilitation Hospital, Chef	September 2012 – August 2014 (casual)
Spice Temple, Commis Chef	July 2011 – February 2012 (perm)
Athenaeum Club, Commis Chef	February 2010 – June 2011 (perm)
Good Shepherd Aged Care, Chef	February 1992 – February 2010 (perm)

REFEREES

Available on request