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 QUALIFICATION

Web Development Bootcamp   Feb 2021 – current (part time)
Trilogy Education (Monash Uni)

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

- **Weather Forecast**
  This project is a simple weather forecast application to display weather around the world by searching for a city. It uses a weather API to fetch the related data.
  GitHub: https://github.com/and1roxx43/Weather-App
  URL: https://and1roxx43.github.io/Weather-App/

- **Password generator**
  This simple project will allow a user in choosing a password length in between 8 -128 characters.
  GitHub: https://github.com/and1roxx43/Password_Generator
  URL: https://and1roxx43.github.io/Password_Generator/

- **Food recipe portal**
  This project was built due to Covid-19. A lot of people turned to cooking, and not able t go out to their local restaurant. It uses two different API.
  GitHub: https://github.com/and1roxx43/Andyz-Food-Recipe-pocket
  URL: https://and1roxx43.github.io/Andyz-Food-Recipe-pocket/

- **Quiz Game**
  This project is based on HTML, CSS, and JavaScript quizzes. The user be presented with a series of questions. Answering a question incorrectly, 5 seconds will be removed from the timer.
  GitHub: https://github.com/and1roxx43/Quiz-Game
  URL: https://and1roxx43.github.io/Quiz-Game/

Technology used for projects: HTML, CSS, JavaScript, API

TECHNICAL SKILLS

Customer Service and Technical skills
- Excellent Customer Service
- Excellent Communication & interpersonal skills
- Client issue resolution
- Remain calm in stressful situation.

Products, utilities, and Tools
- JIRA Service Desk
- Octopus Deploy

Programming and Software Development
- **Intermediate skills**:
  o Visual Studio 2010/12/13/15
  o VS Code
  o HTML5, CSS, JSON
  o JavaScript
  o Ruby

Database Management
- SQL Server
- Microsoft Access

Document Preparation and Presentation
- Microsoft Office (Word, Excel, PowerPoint, Visio, Project)

Operating Systems
- Windows 7/8/10
- Windows Server

Interests
- Playing Soccer
- Music
- Trekking
- Cooking

Diploma of Software Development   March 2012 – October 2015(part time)
(Successfully completed)
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 shapes in response to a user's touch, and an Earthquake finder app to use JSON format data from GeoNames.org.

IT RELATED EMPLOYMENT BACKGROUND

Educational Horizons Group, **Application Support Specialist**   April 2016 – Current
Responsibilities:
Provide and assist clients with efficient support.
Monitor the effectiveness of problem resolution.
Respond to phone calls, voice mails, emails, and Logged incidents.
Document logged incidents in a tracking application.
Interact with developers and database administrators.

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.
Assist and support Instructors.
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

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.

REFEREES
Available on request