

PROFILE

Highly motivated, results-oriented IT professional with experience in methodical technical and systems operation, providing internal and external vendors with support and implementation of applications using standard tools and frameworks. Knowledge in technical testing, and back-end applications. 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

Diploma of Software Development
(Successfully completed)

March 2012 – October 2015(part time evening)

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.

Database Management

- Built a Microsoft Access database application designed to handle the rental of items at a video/DVD/games store. This included the design and normalisation of the database tables, and the building of all required queries, forms and reports for the application.

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
- Zendesk
- Octopus Deploy

Programming and Software Development

- **Intermediate skills:**
 - Visual Studio 2010/12/13/15
 - C#, .NET Framework
 - HTML5, CSS, XML
 - JavaScript
 - Ruby

Database Management

- SQL Server 2008/2012/2014/2016
- Microsoft Access

Document Preparation and Presentation

- Microsoft Office 2010/13/16 (Word, Excel, PowerPoint, Visio, Project)

Operating Systems

- Windows 7/8/10
- Windows Server 2012 R2

Interests

- Playing Soccer
- Music
- Trekking
- Cooking

Project Management and the SDLC

- Followed the procedures of the Software Development Life Cycle to produce the documentation required for the development of a technical support software system for a software development company. This included preparation of a project proposal, questions for the client, a project plan with Work Schedule Breakdown, requirement identification, and the creation of a process model.
- Design the testing and quality assurance procedures for the registration and login system of a gaming website. This included producing test cases for unit and integration testing, investigating integration strategies, and producing both a test summary report and a quality audit plan.

Teamwork and Group Development

- I was in team 004 during the Computer Power Institute Group Development Project, a two-month simulation of the development of an online Training Needs Analysis system for a client. Successfully completed in November 2013.

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

Drake Training/Drake International, **IT Support technician**

1997 – 2002

Responsibilities:

PC Set up and configuration.
Formatting and configuring PC's, installation of software using ghost images.
Ensure everything ready for the next business day.

(contract)

MLC (Methodist Ladies College), **Laptop & PC Support technician**

1995 – 1998

Responsibilities:

Communicate technical issues across all levels of the organisation.
Download required software applications for students.
Repairing laptops and PC's
Assist students with hardware and software issues.

(contract)

Andrew Quenette

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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.

ADDITIONAL EDUCATION

Certificate IV in Computer Maintenance Technology
(Successfully completed)
Computer Power Training Institute, Melbourne

March 1994 – June 1995

REFEREES

Available on request