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**SUMMARY**

Eager, highly capable, final year Information Technology student with five years of customer service experience, well developed analytical problem solving skills, and a motivation to learn and improve

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**SKILLS AND ATTRIBUTES**

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**Skills**

- Strong problem solving skills
- Developed ability to analyse risks and avoid potential future problems
- Demonstrated time management and planning skills
- Ability to quickly understand and implement new concepts
- High level of experience in results-based customer service
- Good understanding of a broad range of IT areas
- Clear and concise written and verbal communication skills

**Software**

- Strong knowledge of Windows XP, 7, 8, and 10, Arch Linux, Ubuntu
- Experience with Windows Server 2008, Ubuntu Server
- Experience with Cisco IOS based switches and routers
- Good knowledge of productivity software including Office and Photoshop
- Experience with FoxPro-based custom client database

**Development**

- Competent with Java, JavaScript (including jQuery and Node.js), MongoDB, HTML5, CSS3
  - Experience with C for embedded devices (Arduino, ESP8266), Python, C#, Unity 5
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**EXPERIENCE**

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**Customer Service Representative**

Jan. 2016 - Present

*iiNet*

- Customer facing role helping existing clients with technical support and billing enquiries
- Level 1 troubleshooting of various internet, PSTN, mobile voice and data, and VoIP technologies

**Call Centre Customer Consultant**

Feb. 2014 – Jan. 2016

*Puratap Pty Ltd*

- Primary responsibility is communicating with existing clients to set appointments
  - Handling both inbound and outbound calls
  - Various clerical tasks including collecting payment details, sending mail, and data entry
  - Updating and maintaining data integrity in a custom FoxPro database system
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**EDUCATION**

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**Charles Darwin University**

Jul. 2012 – Present

*Darwin, South Australia (External)*

- Bachelor of Information Technology

**Pembroke School***Adelaide, South Australia*

- International Baccalaureate Diploma
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**PERSONAL PROJECT**

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**“nicknelson.io”**

Jan. 2016 – Ongoing

*A web based resume built to look like an Ubuntu 15.04 desktop*

- Built in HTML5, CSS3, and jQuery
- Motivated by learning-through-doing, a passionate interest in good design principals, and a vision of a beautiful online resume with a familiar interface
- Designed with the principles of simplicity, easy extensibility, and accuracy as the prime influences in every stage of development