

MANDI AWALE

IT TECHNICIAN

PERSONAL PROFILE

I'm an Industrious IT technician with 5+ years of customer facing technical support and 3+ years of stocks and FX trading experience. I have an innate passion for STEM and finance, with a tendency to share my enthusiasm with people around me.

I am currently seeking a new role to solve challenging problems in a dynamic work environment and gain further exposure to the professional financial markets.

WORK HISTORY

DATACENTER TECHNICIAN

EQUINIX, SEPT 2018 TO PRESENT

Responsibilities:

- Providing level 1/2 support, device installations, cabling, hardware and software troubleshooting.
- IBX customer support, CSM/SEs, coordinating with on-site vendors and contractors to deliver company/customer projects.
- Alarm response and escalation of numerous mission-critical alarms.

Highlights:

- Completed 3 month DC on-boarding course and training within the first month of commencing role.
- Improved upon existing shift roster, permitting technicians to only do 2-night shifts in a row
- Stepped forward to resolve a "red ops state" incident involving dark fiber outage which affected numerous critical clients by migrating 200+ fiber connections overnight.

TECHNICAL SUPPORT ASSOCIATE (INTERN)

COMMUNICLOUD, 2016

Responsibilities:

- First point of contact for clients (Phone and email).
- Taking charge of appropriate tickets and escalating when required.
- Performing routine video conferencing hardware/network testing, updates and upgrades.

Highlights:

- Overtook and accomplished independent project to configure Cisco and Polycom endpoints for customers
- Took responsibility for updating list of client/trial accounts, customer communication and preparing feedback report
- Recognized as extremely punctual and highly presentable professional by the management team

CONTACT

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ACADEMIC BACKGROUND

Central Queensland University

BACHELOR OF INFORMATION TECHNOLOGY,
2015

Australian Technical and Management College

ACS PROFESSIONAL YEAR PROGRAM (IT), 2016

SKILLS

- Ticketing and CRM (Siebel and ServiceNow)
- Interpersonal and customer skills
- HTML and CSS
- Proficiency in TCP/IP protocols
- Experience with Programming (JavaScript and Python)
- Network and Hardware troubleshooting
- Project/time management skills
- Incident response and escalation

DEPARTMENT 2IC, FRESH PRODUCE

COLES, 2016 TO 2018

Responsibilities:

- Department manager responsibilities in their absence

Highlights:

- Advanced from team member to department 2IC within a year
- Successfully took over managerial duties for 1 month keeping sales and other metrics stable
- Implemented a "check before fill" system of performing quality checks, increasing produce quality and reducing waste

REFERENCES

Available upon request.

COURSES AND EXTRAS

- CodeAcademy Web Development Course (In progress)
- Online Professional Forex Trading Course by Adam Khoo
- Open Cabler (AC 751176 - Sydney - 751176)
- Schneider Electric Data Center University Associate Development 2019
- Juniper Networking Fundamentals 2019
- The Data Science Boot Camp Course 2019 (Udemy)
- PTE Academic 82 overall (L 81, R 90, S 80, W 85)
- J.P. Morgan Corporate Challenge Sydney 2018 finisher

INTERESTS

- Fintech
- Investments and Trading
- Sustainability
- Mindfulness