



## CONTACT

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## SKILLS

Expert in Convincing Clients  
Management & Accountability  
Customer Service & Creativity  
Technical Support  
Improving Efficiency  
Attention to Detail  
Work on own initiative  
Motivated and energetic

## AREAS OF EXPERTISE

- Company Software
- Self & Team Management
- Sales & IT Support
- Conducting Research
- Sourcing & Key Suppliers
- Conflict Resolution
- Brainstorming Creative Ideas
- Maximizing Efficiency
- Project Management
- Building a Passionate Team
- Productive Climate
- Increasing Profitability
- Business Procurement

# TITTO THOMAS

## QUICK SUMMARY

I am a good-performing individual, with a demonstrated Customer Service & Management background in addition to Technical Support as well as IT Sales Consultant experiences. I possess a positive mindset and a unique ability to build rapport quickly, creating long lasting business and colleague relationships and developing passionate teams, to increase company exposure, reputation and profitability. Maintaining a high level of competency in many areas, mainly analyzing client requirements and documentation of the same; I look forward to contributing to the achievement of all expectations or objectives which are set.

- **Solid written and oral communication skills** with the ability to communicate appropriately in business and technical situations at all levels.
- **Self-motivated**; able to implement decisions and set effective priorities to achieve both immediate and long-term goals.
- **Adept at sizing up situations**, analyzing facts, and developing alternative courses of action to increase productivity: Functions **well independently and as a team member**; responding well in fast-paced high-pressure environment.
- **Accurate and aware** of importance of meeting deadlines & maintaining workflow.
- **Microsoft**: EXCEL, WORD, POWERPOINT
- **Tools**: MS Office package
- **Operating systems & Servers**: Windows 2008 Server/ r2, Windows, 2012 Server /r2, Windows XP, Windows 7, Windows 8 & Windows 10
- **Networking Expert**: Microsoft Active Directory, WAN, LAN, & TCP/IP Networking.
- Australian Computer Society assessed as System and Network Engineer
- Worked with CFA in Australia as Junior System Administrator.

## QUALIFICATIONS & TRAINING

- 2014: Diploma of Management & Certificate IV in Business**; St Peters Institute, Melbourne Australia.
- 2012: Master of Network Systems**; Swinburne University of Technology, Australia:  
Major in Systems and Networking, mainly CCNP and MCSE topics. The core course focus was mainly on Information Technology, Management of Information Systems, Project Management.
- 2007: Bachelor of Electronics & Telecommunication**: Mahatma Gandhi University, India

- Self-Management
- Team Coordination
- Meeting KPIs
- Motivation

## KEY SKILLS



## PROFESSIONAL EXPERIENCE

### SEPT 2012 – PRESENT: IT TECHNICAL / CUSTOMER SERVICE CONSULTANT; HARVEY NORMAN VIC

- Technical Support Assistant / Client Relationship Consultant
- IT Sales mainly dealing with Hardware and software
- Hardware department management; Merchandising/ demonstration of products.
- Telephonic, email Support based on requirements; client Issue identification, analysis and problem- solving
- Product Care / Warranty Support
- Collaborated interdepartmentally to develop underwriting policies and procedures to increase efficiency and streamline work processes.

## PROFESSIONAL EXPERIENCE CONTINUED

- Analyzed high volume of financial documents to solidify credit worthiness to identify risk factors.
- Maintained and monitored appropriateness of customer credit limits.
- Correspond with customers to resolve outstanding balances.
- Inbound/Outbound calls and emails to customers regarding past due accounts.
- Technical support and troubleshooting regarding Hardware, Network, or Software issues for the clients, working with Active Directory, Managing Accounts and Folders.
- Installing, Testing and configuring new upgraded devices
- Provide training to end users on computer operating systems and approved applications.
- Installation of relevant Software for the clients
- Inventory and Tracking Assets; negotiation with suppliers and vendors

### **MAR 2012 – AUG 2012: JUNIOR SYSTEM ADMINISTRATOR, ICT SERVICES; COUNTRY FIRE AUTHORITY (CFA): VICTORIA**

- Working with Active Directory (2003 and 2008 Servers)
- Projects consulting (installs, builds, upgrades, migrations)
- Managing Accounts and Folders.
- Data Migration to new Storage Server, printer Migration.
- User Creation and Providing Permissions Accordingly.
- Assisting in solving system complaints.
- Preparing and maintaining migration Schedule and documentation

## REFERENCES AVAILABLE UPON REQUEST