**Glenn Ryan**

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Frankston 3199

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Career Objective

To secure a position in an IT environment, where I can utilise the skills I have gained through my education and work place experience.

Key Employment Skills

⦁ provide customer service

⦁ resolve customer or public complaints

⦁ use computers to enter, access or retrieve data

⦁ use knowledge of written communication

⦁ use telephone communication techniques

⦁ write business correspondence

Work Experience

⦁ Worked for 2 years on a Casual basis in my father’s Real Estate Business. Duties included Data Entry and basic Reception work

⦁ Beta Tester for Video Game Developer (Frogshark EA) – Work experience only

Education/Qualifications

Year Obtained: 2009 – 2011 (incomplete)

Qualification Computer Sciences

Institution/School Open University (online study)

Year Obtained 2009

Qualification VCE Year 12

Institution/School John Paul College

Year Obtained 2008

Qualification Certificate III Information Technology

Institution/School John Paul College

Subjects included:

Database Creation & Programming

Microsoft Suite

Documentation

Trouble Shooting

Resolving Computer Complaints/Debugging

Writing Business Communications

Mock Presentations

Personal Attributes

⦁ Skilled with technology

⦁ Excellent communication skills

⦁ Fast Learner

⦁ Reliable and Punctual

⦁ Dedicated and Hard Working

⦁ Attention to detail

References

Available upon request