Benjamin Thirkell

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TECHNICAL SKILLS

- **Operating Systems**: Windows (7/10/11), macOS
- **Scripting**: PowerShell, Bash, Office Scripts, VBA
- **Collaboration Tools**: Slack, Teams, Confluence
- **Enterprise Management**: AD, Azure/Entra, Exchange
- **Ticketing Systems**: Remedy, JIRA
- **VoIP Phone Systems**: Cisco, PBX, Verba
- **Remote Support**: Remote Desktop, TeamViewer
- **Software Support**: Microsoft Office Suite, G Suite
- **Hardware Support**: Laptops, Desktop computers, Printers, Mobile Devices
- **ITIL Framework**: Incident Management, Service Request Fulfillment
- **Web Development**: JavaScript, HTML, CSS, Github
- **Data**: SQL, Python, PowerBI, Tableau
- **Multimedia Design**: Adobe Suite, Blender, Ableton Live

PERSONAL SKILLS

- Passion for learning new skills and technologies
- High attention to detail
- Work effectively both within a team and independently
- Creative problem-solving abilities
- Analytical mindset with a strong foundation in mathematics and numbers
- Adaptability and flexibility in a constantly changing environment

INTERESTS

Music production, travelling, playing guitar, PC gaming, movies & TV

WORK EXPERIENCE

Desktop Support Analyst — Jun 2023 – Jan 2024
Gallagher Bassett — *Melbourne, Australia*

- Delivered exceptional support internally to over 1200 users across 2 countries, always ensuring user satisfaction
- Troubleshot hardware including laptops, desktops, mobile devices, and printers
- Proactively managed service requests through ticket management system, ensuring ongoing communication, prompt resolutions and detailed documentation
- Managed assets, procured hardware, and maintained asset registry
- Implemented improvements of processes to significantly increase efficiency throughout the team, including automation via PowerAutomate, batch scripts, PowerShell, Office Scripts, and VBA

Desktop Support Analyst — Jan 2023 – Jun 2023
Robert Half — *Melbourne, Australia*

- Set up and configured workstations, including monitors, monitor mounts, docking stations, VOIP phones, peripherals, and standing desks
- Ensured all computers, docking stations and desk phones were patched correctly on the network via ethernet
- Delivered excellent customer service ensuring every user was satisfied with their configuration
- Promptly solved any network, display, and hardware related issues
- Diagnosed faulty computers/laptops and replaced the necessary components

IT Support Technician — Jan 2021 – Jan 2023
Vitronic — *Melbourne, Australia*

- Provided prompt Level 1 and Level 2 support to users via phone, email, and in-person interactions
- Escalated issues when necessary and consistently followed up with all parties involved
- Diagnosed and repaired hardware issues, built PCs, and upgraded components
- Supported Windows devices as well as software including Microsoft Office, Outlook, O365, and Teams
- Administrated users, groups, and folders via Active Directory
- Meticulously recorded all IT issues, requests, and solutions, and maintained all IT process documentation

EDUCATION

Bachelor of Information Technology — Jan 2016 – Dec 2019
University of Newcastle — *Newcastle, Australia*

- Web development
- Multimedia design
- User management
- Systems analysis and design
- Project management
- Network administration
- Database management