

Todd Best

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I am an enthusiastic, hard-working, soon to be, graduate looking to put my passion for technology and problem solving to better use. I love the ever-changing and adapting world of technology and aim to be working within an environment that continues to challenge and engage me.

Education

- Currently studying a Bachelor of Information Technology at James Cook University
 - Graduating in 2021, current GPA of 6.6

Past Relevant Experience

University Studies – James Cook University

- Network Troubleshoot & Recommendation Project
 - Investigated issues and recommended solutions to several IT complaints from staff
 - Designed & recommended network layout diagram for a new branch
- Google Ads Campaign
 - Researched how to get to the top of search results for free and by paying
 - Budgeted for and created AdWords campaign
- Designed a Health & Wellbeing Portal
 - Developed teamwork, time management and organisation skills
 - Communicated professionally and efficiently with a real-world client
 - Implemented Scrum, the agile development methodology

Personal Studies – Launch U Trade Accelerator (Study Queensland)

- International Market Research for AccudocX
 - developed and applied valuable skills in structured business analysis, virtual teamwork and experiential learning practice.

Sales Consultant & Store Manager - Telstra & TeleChoice (Australia) (Nov 2009 – Sept 2014)

Achievements:

- Named 'Business Specialist' for the store
- Consistently within top 5 sales position every month
- Rewarded for cross-selling (high sales variety and quantity)
- Named MVP (Most valuable person) on several occasions
- Commended for top Business sales and highest improvement
- Promoted to store manager after 2 years

Responsibilities:

- Find suitable solutions to customer's needs
- Test and troubleshoot smartphones, tablets, wifi dongles and routers
- Achieve sales targets individually and as a team

IT Admin Assistant - Cairns Convention Centre (Jan 2009 – Nov 2009)

Responsibilities:

- Set up and configured hardware, software and network configurations according to varying specifications for several different events & conferences
- Maintained IT support throughout various functions
- Assisted delegates with presentations i.e. Uploading and testing presentations
- Extensive use of Microsoft programs, firewalls, remote & desktop software.
- Troubleshooting and configuring switches, routers, computers, cables and telephone lines

Current Employment

Cashier & Universal Banker - HSBC (London) (June 2017 – Present)

Recent Achievements:

- Promoted from Cashier to UB in 1 year
- Promoted from Universal Banker to Expert UB in 1 year
- Maintained 9/10 average for customer feedback surveys
- Awarded Digital Advocate position after increasing digital numbers by 15%
- Nominated as Change Coach to implement and educate new changes within the team

Responsibilities:

- First point of contact for customers
- IT support for desktops, printers and self-service machines
- Finding solutions for customers' financial products and services
- Identifying risks and risk management
- Educating customers on how to use digital services

Professional Attributes

- Highly developed customer service skills
- Highly developed IT skills
- Professional and proactive approach to work
- Fast learner and adaptable to different work environments
- Able to work both independently and as part of a team
- High level of initiative and organizational skills – able to effectively time manage and prioritize workload

Personal Interests

- Being a 4x4 and hiking enthusiast puts me in different social clubs where I interact with people from different backgrounds and industries
- Being a keen Snowboarder takes me to countries such as Canada, France, Belgium and Austria where my quick thinking and passion for getting things right can shine on the slopes.

References

Maria Patas	HSBC Manager	maria.patas@hsbc.com	+447896 541304
Rajohn Hussain	Previous HSBC Manager	mohammed.r.hussain@hsbc.com	+447796 702739
David Coe	TeleChoice Franchise Owner	davidwcoe@gmail.com	+614587 37878