

## PROFILE

I am a highly motivated IT Professional with over six years of experience in a variety of ICT roles. I have proven success in exceeding customer expectations, meticulous attention to detail, superior time and organisational management skills to meet all KPIs and deliverables applied to me.

## CERTIFICATIONS/EDUCATION

### Splunk 7.X Fundamentals

Completed 2019

### Diploma of Information Technology – Networking

Upskilled 2015

### Certificate III in Information Digital Media & Technology – Web development & design

SouthBank Institute of TAFE 2014

### Queensland Certificate of Education

Windaroo SHS 2008

## PROFESSIONAL SKILLS

- **Customer Experiences:** Exceeding customer expectations by providing exceptional customer service and reliability whilst utilising ServiceNow and ITIL Service Management tools
- **Mannerism:** Ensures respect and understanding is portrayed through phone calls, emails and other communication channels to customers and fellow team members.
- **Adaptability:** A natural ability with technologies allowing for quick and efficient uptake, adaption and use of new systems and processes.
- **Team Work:** Striving to build strong relationships with team members, line managers and key stakeholders to promote a positive working environment
- **Prioritisation:** A skillset developed by experience to quickly and methodically identify the customer's needs to provide frontline support and escalate when best suited for the customer.
- **Data management:** Perform general administration tasks including entering data from the call to ensure customer productivity and help with the collaboration of team work. Ensuring relevant templates, processes, and procedures are followed to provide clear, accurate and relevant reports from data.
- **Technology:** Experience in using ServiceNow, iManager, ITIL Service Management tools and processes. Experience in providing customer support/troubleshooting/managing of, Microsoft Office Suite Applications (Outlook, Word, Excel, Powerpoint), Windows XP and Windows 7/10 operating systems. Further experience in Mac OSX, iOS, Android, Linux(raspbian/ubuntu/debian). Software - Kaseya, DWS, TeamViewer, LogMeIn, VNC (Tight, Real), Microsoft Office (2007 – 2016), Microsoft Office 365 (Exchange/Microsoft Office/Sharepoint). VMware (ESX), Hyper-V, Docker, Dropbox, OneDrive, Google Drive, Google Apps, ShadowProtect, Acronis, Veeam, Continuum and ITIL (ServiceNow).

## CAREER SUMMARY

### DURATION

### ORGANISATION

### POSITION TITLE

August 2019- Present

Digital Service Centre - eHealth

Customer Service Officer

May 2018 – August 2019

Business IT Professionals

Senior Consultant

March 2015 – May 2018

Progress Technology

National Support Manager /  
Technical Support Engineer

January 2013 – March 2015

New Age Solutions

IT Consultant &  
Administration

## PROFESSIONAL EXPERIENCE

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### Customer Service Officer

August 2019 – Present

Digital Service Centre- eHealth Queensland Customer Services

- Providing *high quality customer service* to all Queensland Health employees by providing frontline support via telephone, email and online communication channels.
- *Escalating* clients' needs using ServiceNow and ITIL Service Management systems.
- *Prioritises tasks* and *manages multiple systems/tickets* to ensure productivity.
- Effectively and efficiently logging calls accordance to the standards in the ITIL compliant tracking system.
- Identifies customers problems in a *timely manner*, whilst still showing respect and understanding of the customers issue.
- *Displaying* the ability to handle high volume of calls and tickets whilst optimising daily tasks and routines to ensure a reliable working environment
- Utilisation of the ITIL tracking system to help identify areas to improve, through feedback of the resolution of incidents and requests.

### Senior Consultant

May 2018 – August 2019

Business IT Professionals

- *Determine customer needs* through the use of strategies including *questioning, negotiation, problem-solving and conflict management* skills and provide *resolution* in accordance with the relevant benchmarks
- *Managing solutions* for team members where further clarification on *escalate* protocols are needed.
- *Optimise customer service* through *mentoring* and *coaching* team members through workshops, one-on-one, appraisal and feedback.
- Providing point of escalation for technical support covering Desktop, Software, System, and Infrastructure/Networking environments.
- Adhering to *policies, procedures and guidelines* in *escalation* and *management* of *incidents* and *requests*.
- Deploying policies and procedure frameworks for IT infrastructure and relating components for small to medium businesses.
- Design and deployment of new solutions or services to automate patch management, system analytics, remote access, and logging.
- Create system templates for automation scripts and policies on agent monitoring.
- Building and maintaining a high level of relationships with all team members, stakeholders and customers.

### National Support Manager / Technical Support Engineer

March 2015 – May 2018

Progress Technology

- Promoted from a consulting/technical support role to management role.
- Providing support from 1<sup>st</sup> level to specialised support. Flexibility in job role was critical to the providing a high level and comprehensive product.
- Ensured server hardware, operating systems, software, and procedures were aligned with organisational standards, and business visions or goals.
- Ensured associates were trained and prepared to utilise the tools and internal applications. Improved customer satisfaction through quick response.

### IT Consultant & Administration

January 2013 – March 2015

New Age Solutions

- Supported office administration, procedure design and implementation for successful ICT outcomes.
- ICT consultant for network, source systems, and web-based solutions.
- Commended for technical, analytical and problem-solving skills; effective task prioritization; and customer service orientation.
- Developed knowledgebase articles rendering a 40% increase in first-call resolutions.

## REFERENCES

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Available on request