

PERSONAL DETAILS:

NATIONALITY: Australian
DATE OF BIRTH: 4th October 1973
ADDRESS: 8 Karumba Place West Lakes Shore
Adelaide SA 5020
MOBILE: (+61) 0438 835 380

WORK HISTORY:

Employer: Dimension Data (OZ Minerals)
Position: EUC Engineer Nov 2015 – May 2017

Resolution of various IT issues relating to software and hardware. Assistance with setting up mobile phones, video conferencing sessions and various other devices. I have provided backfill support at Prominent Hill site and assisted on various projects for Oz Minerals.

Employer: Data#3 (Renewal SA)
Position: Desktop Support Engineer Nov 2014 – July 2015

Assisted service desk with first level support. Resolved typical IT issues including software/hardware issues, printing, mobile and landline issues. Assisted with rolling out Surface Pro 3 tablets. This also included visiting other sites in Adelaide to provide support.

Employer: Velrada (BHP Billiton)
Position: Windows 7 Deployment Engineer Oct 2013 – Sept 2014

Project to upgrade legacy PC's to Windows 7 at Olympic Dam (BHP Billiton). Responsibilities included PC deployment and remediation in all areas of the mine. Software testing and dealing with 3rd party vendors.

Employer: Data#3 (Santos)
Position: Windows 7 Deployment Engineer April 2013 – Oct 2014

Involved in project to upgrade PC's at various Santos sites to Windows 7 (office 2010). Responsible for deployment and remediation of IT issues.

Employer: CSC (BHP Billiton)
Position: Windows 7 Deployment Engineer Oct 2012 – March 2013

Involved in project to upgrade PC's at Olympic Dam site to Windows 7 (office 2010). Responsibilities include preparing computers, PC deployment, stock control, remediation and troubleshooting of issues.

CRAIG BARRY

Craigfbarry@gmail.com

Employer: CSC (BHP Billiton)

Position: IT Field Support

Sept 2011 – Oct 2012

Provided level 1 and 2 onsite support for BHP Billiton (Grenfell St Office). Responsibilities include logging/monitoring customer calls, technical and administrative support, troubleshooting and resolution of various IT issues. Dealing with 3rd party vendors.

Employer: Origin Energy

Position: Help desk support analyst

Aug 2010 – Sept 2011

Provided level 1 and level 2 telephone support for Origin Energy employees. Responsible for user administration, logging and escalating calls, training, troubleshooting and resolution of IT issues.

Employer: EDS/Hewlett Packard

Position: Help desk analyst

March 2007 – May 2010

Provided level 1 and 2 support for several clients across various environments in government, finance and energy industry. Assisting with email, internet, office applications, software installs, user administration, mobile phone support, and liaising with vendors.

Employer: British Aerospace Australia

Position: Graduate Technical Officer

Oct 1998 – Nov 1999

The position was that of a test and installation technician. Electrical & mechanical assembly, general electronics testing and troubleshooting.

EDUCATION:

IT Certification:

A+ Hardware and OS

Tafe:

Associate Diploma in Electronic Engineering
Regency Park TAFE Adelaide
July 1998

REFERENCES:

Craig Goss
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