

PERSONAL DETAILS

Danijel James

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OVERVIEW

Extensively working within Information Technology, I have discovered a strong desire transition over to a more customer experience/service focussed role where I am going to be able to fully utilise my skills.

I wish to discover an employer who is going to allow me to marry my passion for the highest service we can offer our clients and/or customers with a balance of the workplace culture to enable us to move forward as an example place of employment and a company that people will walk away from their latest engagement and remember our brand in their mind.

EDUCATION

Bachelor of Technology (Computer Studies)

RMIT, Melbourne

Subjects include: Programming, Internet Communications, Database Concepts

Certificate IV Information Technology

TAFE NSW, Richmond Campus

Apple Certified Support Professional (ACSP)

Apple, Sydney

Cisco Certified Network Associate (CCNA)

MGIT, Parramatta

Microsoft Certified Solutions Associate (MCSA)

MGIT, Parramatta

SKILLS

Systems: Mac OS X, UNIX, Linux, Windows XP/7/8, WinServer 2003/2008,

Certifications: MCSA, CCNA, ACSP

Languages: C, Obj-C, Python, Ruby, bash, AppleScript, BATCH

Software: SAP, MS Office, Siebel, Active Directory, MS Project

EMPLOYMENT HISTORY

UNSW IT

March 2014 – September 2014

Providing IT support to students, faculty and staff with a base of approximately 43,000 customers across campuses located in Kensington, Paddington, Sydney and Canberra covering Mac, Windows and Linux operating systems. UNSW IT was formed to align the IT services to UNSW whilst meeting increased demands and expectations, maintaining satisfaction levels, containing costs and protecting the University from risk.

Service Desk Analyst / Mac Desktop Support Technician

The Service Desk Analyst provides support for basic incident resolution and requests reported to the division service desk. Responsibilities include initial assessment, triage, research, and resolution of basic incidents and requests regarding the use of application software products and/or infrastructure components.

Mac Desktop Support Technician assists clients with support of desktop and laboratory computers, applications and related technology. Support includes specification, installation and testing of computer systems and peripherals within established standards and guidelines. Activities require interaction with application software and operating systems to diagnose and resolve unique, non-recurring problems. Work is performed with little supervision and requires initiative and judgement.

Reports To: Service Desk Management Office

Responsibilities:

- Identify and research ticket trends for discussion at monthly
- Install, upgrade, support and troubleshoot Enterprise Applications hosted on Windows Server 2008, OS X Server 10.8 and Terminal Services
- Ensure desktop computers interconnect with diverse systems including validation systems, file servers, email servers, application server and administrative systems.
- Identify and escalate tickets beyond scope to appropriate divisions within Tier 3
- Package software for branches and arrange for updates to be rolled out across faculties in tiered motion to minimise overall workplace impact and identify any possible software conflicts
- Email and user account administration on Active Directory
- Maintain accurate records for software and hardware maintenance
- Develop technical KB articles in nominated areas of expertise to assist other staff with appropriate self-education on relative subject matter

Achievements:

- Wrote and published the Mac OS X specific KB articles utilised by all staff at UNSW IT and local faculty IT divisions
- Developed open-source tool utilised by Mac Desktop Support officers to assist high volume repetitive ticket issues for students and staff in local faculty IT divisions and UNSW IT

EMPLOYMENT HISTORY (cont.)

Tech2Home / Gizmo February 2013 – February 2014

Tech2Home is an emerging technology solutions specialist that has gained momentum since the release of Windows 8. Founded as an AV Installation partner to Harvey Norman in 1998, a decision was made to branch into Information Technology and Communication fields and merged with Gizmo Pty Ltd. Tech2Home is part of the Tech2Group company group.

Partner Support Specialist / Operational Support Member

The *Partner Support Specialist* responsibility of this role is to provide technical support for DSL/NBN and telecommunications products to partner companies ACN and TelcoInABox via telephone and email. This role requires accurate information to be recorded in the proprietary CRM software for each respective partner. This role demands a high customer focus and adherence to KPI's to maintain a strong business relationship.

An *Operational Support Member* role requires providing Level 2 technical support to the Tech2Home Premium Support customer base. Evaluation of troubleshooting already performed by Level 1 and identifying pursuant issues. This role is also responsible for all customer account management decisions

Reports To: Partner Solutions Management Team

Responsibilities:

- First point resolution for Partner Support
- Achieve monthly KPI's
- Report network disturbances to team members and management
- Weekly fault management overview and report for partner management
- Daily import of Harvey Norman Premium Support customer sales information
- Overview and monthly reporting of company-wide NPS scores
- Receive, identify and resolve escalation issues
- Maintain existing customer satisfaction and improve relationship
- Review and maintain guides

Achievements:

- Achieved Employee of the Month on three occasions within first 8 months commencing employment
- Developed and deployed scripts used by Remote Support staff that assist resolve repetitive troubleshooting issues with Windows operating system via LogMeIn to help staff achieve monthly KPI's
- Designed and assisted development of open source applications for internal use by employees to minimise repetitive data entry into CRM following customer interactions
- *Secondment* – Project Manager Contact – Review Telstra/IGSM/Silcar/NBN Co. guidelines for NBN rollout. Prepare and deploy training manuals to field staff nation-wide. Review training schedules of staff in Sydney and Melbourne NOC. Develop in-house guide for project hand-over to newly inducted dedicated staff.

EMPLOYMENT HISTORY (cont.)

Optus Administration February 2008 – November 2012

An industry leader for telecommunications products in the Asia-Pacific region, Optus is the second-largest telco in Australia. Catering for residential, commercial and government sectors, Optus offers competitive pricing on their products such as VoIP, Mobile, Cable, Private IP and Telephony just to name a few.

Technical Services Team Leader

This role is responsible for supporting the internal Helpdesk and Infrastructure Team. Providing leadership and management skills of a high order for 1st and 2nd level IT Support Staff that were responsible for internal IT issues including e-mail, printing, file transfer, systems messaging, network administration and security. In addition to primary duties the position required responsible management and monitoring the helpdesk call register, liaising with other team leaders of the Technical Services department to arrange staff training, repairing and streamlining systems and working to minimise recurring issues or calls.

Reports to: Service Management Office

Responsibilities:

- Plan, manage and prioritise workloads to achieve support and project objectives
- Thorough understanding and managing in VMWare, Windows and Linux server operations, maintenance, control, configuration, security and administration
- Demonstrated ability to think strategically and the ability to establish and communicate the links between strategies and actions required to achieve results
- Well developed oral/written communication, liaison and negotiation skills
- Build productive networks and communicates with influence with internal and external stakeholders
- Maintain SL of 99.9% of Siebel CRM operation uptime for mobile acquisitions
- Plan, prepare, deploy software/hardware patches/upgrades in allocated down-time and resolve any complications within specified time frame
- Review and evaluate system documentation month-to-month and reporting any changes to management for review
- Resolve 80% of raised tickets within 95% of SLA
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Achievements:

- Maintain 92% or higher of monthly targets on an ongoing basis each quarter
- Developed incentive programs for new employees who achieve targets each financial quarter
- Formed dedicated internal escalation team to handle over-flow of work not manageable by Team Leaders to reduce backlog reducing department workload

EMPLOYMENT HISTORY (cont.)

SA Health

February 2004 – November 2008

South Australia Health Department (SA Health) is the brand name for the portfolio of services and agencies responsible to the Minister of Health and Ageing and the Minister for Mental Health & Substance Abuse. SA Health provides many important services to the South Australian community including public hospitals, drug and alcohol services, emergency and ambulance and communicable disease control amongst others. It represents the public health sector for the South Australian Government.

Support Analyst

This role is responsible for providing support for staff and contractors of The Queen Elizabeth Hospital and the Lyell McEwin Hospital. Providing day-to-day consultation, training, trouble-shooting and problem-solving to users of hardware, network, software and related computer systems and peripheral devices. Ensuring effective operation of all systems by reviewing and updating hardware and software needs in a constantly changing environment.

Reports to: Lead Information Officer

Responsibilities:

- Following diagrams/written instructions to repair a fault or set up a system
- Assisting in the preparation of departments budgets and business plans involving purchasing new services, hardware, software, and other IT supplies
- Managing various user accounts such as Windows domain, email, CRM and calendar, ensuring that the appropriate levels of security are maintained while enabling users to complete their work effectively
- Identifying and addressing complex usability problems
- Performing hardware repair and maintenance

Achievements:

- Achieved target of 80% resolution on first contact
- Setup and maintained helpdesk knowledgebase for entire SA Health IT team
- Maintained 120% of monthly ticket volume
- Managed TQEH School of Nursing infrastructure move from old to new location over period of 6 months with minimal impact on performance and minimum 90% or higher uptime of services overall