**Jino Rousseau**

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**CAREER OBJECTIVE**

To work in the position of a Computer Network Administrator or Programmer in an organisation that shares my passion for computer technology. This will greatly allow me to use my computer knowledge to:

• Quickly and effectively resolve issues that exist, and prevent them from occurring again

• Design and develop software

• Educate users about problems, solutions, and usage

• Provide general technology support, troubleshoot, and advice on various IT initiatives

**EDUCATION**

**Master of Information Technology** 2015 – Expected Completion 2017*Major: Software Design and Development*

Charles Sturt University

* Identify, assess, resolve **ethical** issues related to ICT
* Investigate and describe in details the essential **elements of a computer**
* **Database** system design, development and management
* Resolve problems, design and implement computer programs using **Java** and **Python**
* Identify, analyse, and synthesize the key elements of **project management** to successfully complete projects
* Explore and analyse the four main aspects of **professional programming practice,** namely: team work, version control, testing, and debugging.
* Apply and analyse **advanced object-oriented programming techniques** using Java libraries.
* Apply **system analysis and design** techniques within a business perspective.

**Bachelor of Information and Communication Technology** Completed in 2013

*Major: Network Design and Security*

Swinburne University of Technology

* CCNA 1, 2, 3, 4, CCNP, Switching and Advance Routing.
* Configured roles and services on Microsoft Windows Server 2003-2008-2012
* System Analysis
* Programmed using Java, HTML, PHP and Object Oriented

**Advanced Diploma of Information Technology** Completed in 2011

*Major: Network Security*

Holmesglen Tafe

* Network topologies and protocols: TCP / IP,
* Learn different operating systems: Linux, Unix, Windows 7, 8, Server 2003 - 2008

**Diploma of Information Technology** Completed in 2010

*Major: Networking*

Holmesglen TAFE

* Network planning and cabling
* Hardware and Software installations, configurations, troubleshooting, testing and support functions

**PROFESSIONAL EXPERIENCE**

***June 2014 - Current***

***Customer Service at CROWN Melbourne***

*Mr Hive, Kitchen and Bar, Crown Metropol Hotel*

In these fast paced, all round roles I worked as part of teams of various sizes to plan, co-ordinate and deliver on-site services for corporate, private and public guests. The primary focus is on providing our customer with an organised, professional and hassle free service experience. Key functions included; direct client liaison, OHS, Food, and Room Service, Responsible Service of Alcohol & Public Safety compliance, staff supervision, general hospitality operations and sales.

***Key achievement:***

* **Crown Melbourne:** Awarded Certificate of Appreciation for excellence in Customer Service and Nominated for company-wide award for ‘Emerging Excellence and Professionalism.

***January 2013 - May 2014***

***Senior Waiter***

*Rydges Hotels and Resorts*

My main focus was to promote and maintain the highest level of customer service at all times. It also involved resolving guest complaints. I supervised functions and shifts as a team leader as well as assisting the team with training of new staff members.

***June 2010 - June 2012***

***Replacement Victorian French Teacher***

***School of Languages***

I mentored students of all ages and backgrounds to speak and write in French. I led groups of up to ten students at Beginner and Intermediate Level. I developed teaching plans, prepared student resources and teaching materials, delivered interactive and engaging learning activities, assessed performance and growth through worksheets, role plays and conversational activities. Additionally, I provided regular and constructive feedback to students collectively and individually that encouraged their continued interest and enjoyment in learning the French language.

**KEY PROFESSIONAL SKILLS & ATTRIBUTES**

***Client Service***

* My position at Crown Metropol has helped me refine the following skills:
  + **Communication** 
    - Interact in a polite and friendly manner, ask questions and actively listen to guests to determine their needs and provide them with clear and accurate information.Show a genuine interest by attentively listen to them, ask the right questions, appropriately address and resolve queries, requests and concerns. Pro-actively prompt the guests for post-service feedback and seek out opportunities to improve the way they are supported in the future
  + **Initiative and enterprise** 
    - Identify and discuss with management better ways to organise hospitality operational and service activities. Seek information on new technologies and provide suggestions for better customer service provision.
  + **Learning** 
    - Participate in activities to learn new things about the hospitality industry, new operational tasks and better ways of providing customer service and share the information with colleagues.
  + **Planning and organising** 
    - Collect and organise customer, product and procedural information to efficiently coordinate hospitality operational and service activities. Plan both operational and daily activities to ensure a smooth workflow which delivers a positive service outcome for guests.
  + **Problem-solving** 
    - Think about problems that relate to own role in hospitality operational and service activities. Avoid deadline problems by planning own day-to-day operational activities. Identify and resolve routine customer or operational problems using predetermined policies and procedures to guide solutions. Clarify the extent of problems and request assistance from team members and management to solve operational and service issues.
  + **Self-management** 
    - Follow policies and procedures for legal compliance. Take responsibility for servicing the guests and know when to refer difficulties to the management. Seek feedback and guidance from management on success in hospitality operational and service activities.
  + **Teamwork** 
    - Become a keen relationship builder, approachable, and friendly. Work as a team member. Take instructions from others and understand own role in servicing the needs of the customer. Support other team members in coordinating operational and service activities to achieve quality service delivery. Respect the cultural diversity of team members and seek their assistance to service the culturally diverse needs of customers. Provide clear and accurate information to colleagues to ensure a positive hospitality experience, and discuss operational and service difficulties with the team.

***Work Ethic and Approach***

* Thorough and methodical, has a fastidious eye for detail and completeness
* Possesses excellent organisational and co-ordination skills, including the ability to prioritise requests, manage and adapt to competing demands and meet tight deadlines
* Excellent attendance record, is reliable, punctual and prepared to take on work at short notice
* Very good fault finding, analytical and problem solving skills, along with the capacity to integrate information and implement solutions that enhance productivity and efficiency
* Honest, trustworthy, maintains commercial in-confidence and integrity of sensitive information

**KEY INFORMATION TECHNOLOGY COMPETENCIES**

***Key knowledge areas gained through completion of the courses include:***

***Information Systems:***

* Information System Project Management, Systems Development and Administration
* Enterprise Systems and System analysis
* Operating Systems

***Networking:***

* Hardware & Software installations, configurations, troubleshooting, testing and support functions
* Network Planning and Cabling
* Network Topologies and Protocols
* Information Security & User Management
* Administration & Maintenance

***Web Development:***

* End to end web application development, including web design, programming and coding
* Translating client requirements into technical specifications
* Design and maintain technical testing, troubleshooting and support
* Reporting on project progress, outcomes and issues
* Producing and maintaining technical documents

***General:***

* Researching contemporary IT developments, tools and technologies
* Proactively contributing to documented team procedures, standards, practices and methodologies
* Digital and data telecommunications and internet applications
* Professional issues in IT
* Business Intelligence and Knowledge Management

**KEY TECHNOLOGY SKILLS**

* **Operating Systems:** Linux, Unix, Windows XP, Windows Vista, Windows 7, Windows 8, Windows 10, Mac OS- X El Capitan, Server 2003 - 2008
* **Protocols:** TCP / IP, DNS, DCHP, VPN
* **Programming Languages:** PYTHON, JAVA, HTML, PHP and Object Oriented
* **Databases:** Microsoft SQL Server 2000-2010
* **Software**: Microsoft Office and Professional Suite including; Word, Excel, PowerPoint, Outlook, Visio, Project, Publisher, and Access.
* **IT Security**: Symantec, McAfee, Avast
* **Networking:** Build a LAN/WAN network of hosts, cables, switches and routers at Level 1 capacity, troubleshoot typical physical problems in a small network and perform a Cisco router, switch and firewall configurations. Wireless networking, server management, active directory and GPO Management.
* **Hardware:** VOIP Telephone Systems (CISCO), Mobile Devices (including smart phones), Printers, Scanners, Photocopiers, Fax and AV equipment
* **Hardware Brands Supported:** CISCO, Apple, HP

**PROFESSIONAL CERTIFICATIONS**

**CCNA (Cisco Certified Network Associate) 1 – 4** Swinburne University of Technology

**CCNP (Cisco Certified Network Professional)** Swinburne University of Technology

**REFEREES**

* Available upon request