**Personal Details**

Name: Aleks Manevski

Mobile: 0498 256 447

Address: 5/6 Kintore Avenue, Kilburn 5084

Date of Birth: 21/09/1995

Employment status: Full Time – Datacom – Afterhours IT Service Desk Agent

My portfolio: https://aleks-ebon.vercel.app/

**Education**

**2015 - 2018** Bachelor of Information Technology

University of South Australia

**2012** Year 12

Saint Ignatius’ College

Subjects Mathematical Applications

Information Technology

Business and Enterprise

Design and Technology

Research Project

**Certificates & Checks**

* Current Police certificate
* Working with children check
* FreeCodeCamp

Responsive Web Design Developer Certification

Responsive JavaScript Algorithms and Data Structures Certification

Responsive Back End Development and APIs Certification

Front End Development Libraries Certification

**Skills**

* JavaScript ES6
* HTML/CSS
* ReactJS
* Bootstrap
* NodeJS Express
* Git
* MongoDB

**Referees**

**Benjamin Moller Jared Tate**

Datacom Group Modbury Status Modbury

Team Leader Support Officer

Relationship: Relationship:

Current Team Leader Work experience

**Work History**

**2022-Present Datacom Group**

**Position: IT** Service Desk Agent (Afterhours)

* + - * Adhering to specific KPIs, company policies and standards
      * Receiving inbound calls, performing outbound calls and investigating enquires related to a variety of government services and clients
      * Recording customer interactions and processing account information via ticketing (SNOW, Cherwell, ServiceNow etc)
      * Working on and resolving relevant tasks, service requests and incidents requiring considerable judgement and initiative (Active Directory, Azure AD, Exchange & Office Online Admin Centers, PowerShell, Citrix Cloud, Genesys, other M365 Services and Apps)
      * Collaborating with internal Datacom teams and external resolver groups through various forms of communication

**2018-2020 Krause Motors and Exotic Vehicles**

**Position:** Automotive Detailer and Service Technician Assistant

* + - * Performing Mercedes-Benz manufacturers logbook (A) servicing and other various automotive work
      * Identifying safety issues with vehicles and addressing with supervisor
      * Cleaning and detailing vehicles before a complimentary drop off/pick up service was offered
      * Managing supply inventory and reordering when required
      * Maintaining the dealership yard, showroom, workshop and administration building which included vacuuming, mopping, window cleaning, pressure washing and employee stock replenishment

**2017-2018 iiNet**

**2016-2017 Hewlett-Packard Enterprise**

**Position:** BusinessCustomer Service Representative

* + - * Adhering to specific KPIs, company policies and standards
      * Authenticating client identity and documenting relevant information via ticketing system
      * Identifying, troubleshooting, and resolving technical issues as required by a level 1 support representative before matter is escalated to relevant department
      * Attempting first-call resolution via urgency assessment
      * troubleshooting, and liaising with different internal and external teams
      * Empathising with clients and taking responsibility of issue on behalf of company while always providing excellent customer service