Aleks Manevski

Aspiring Software Developer

👤 Profile

Greetings! I'm Aleks Manevski, currently serving as a Full-Time Service Desk Analyst at Datacom. With a background in Information Technology from UniSA, I have developed a solid foundation of knowledge and honed my problem-solving, critical thinking, analytical, and development skills. My passion for learning drove me to pursue independent studies, where I focused on specializing in diverse web and cloud technologies. I thrive both as a self-directed learner and as a collaborative team member.

🎓 Education

Saint Ignatius' College, Adelaide

2012

Mathematical Applications, Information Technology, Business and Research Project

Information Technology, University of South Australia

2015 — 2018

✅ Courses

Web Design Developer, FreeCodeCamp

JavaScript Algorithms and Data Structures, FreeCodeCamp

Back End Development and APIs, FreeCodeCamp

Front End Development Libraries, FreeCodeCamp

💼 Employment History

Service Desk Analyst at Datacom, Adelaide

May 2022 — Present

- Conducting investigations into incidents and service requests for both private and government organizations
- Managing tasks that require significant judgment and initiative, utilizing various resources such as Active Directory, Azure AD, Exchange, Office and Teams Admin Centres, PowerShell, Citrix, Mimecast, VMware, and other M365 applications and services
- Creating and maintaining knowledge articles in compliance with company policies and guidelines, ensuring accurate and up-to-date documentation within Service Now and Cherwell
- Established and maintained SLAs to ensure customer inquiries were addressed in a timely and efficient manner
- Developed a standard operating procedure for handling customer inquiries, resulting in a increase in customer retention and clarity

Details

Adelaide
Australia
0498256447
aleks.manevski@datacom.com.au

Links

Portfolio
Current project
Github

Skills

JavaScript

React

HTML5

CSS

NodeJS

Git

Firebase

MongoDB

PHP

jQuery

SQL

Languages

English

Hobbies

Gaming, guitar, futsal, soccer, table-tennis and movies/TV shows

IT Service Desk at iiNet, Adelaide

2017 — 2018

- Managed the daily operations of the front desk, ensuring efficient service delivery and compliance with organizational standards
- Collaborated with IT staff to resolve complex customer service issues
- Created and maintained detailed technical documentation of service desk processes and procedures, resulting in a reduction in resolution times
- Monitored and maintained the service desk ticketing system, ensuring all tickets were responded to in a timely manner
- Monitored IT systems and proactively identified potential issues before they became service impacting

Business Customer Service Representative at Hewlett-Packard Enterprise, Adelaide

2016 — 2017

- Verifying client identity and recording pertinent details using a ticketing system.
- Recognizing, diagnosing, and resolving technical problems proactively, ensuring they are addressed before they need to be escalated to the appropriate department(s).
- Striving for immediate resolution on initial contact by assessing urgency, utilizing remote troubleshooting methods, and leveraging internal communication channels.
- Demonstrating empathy towards clients and assuming ownership of their issues on behalf of the company, consistently delivering exceptional customer service.

📣 References

Benjamin Moller from Datacom, Team Leader

Jarred Tate from Status Modbury, Client Co-ordinator

Lena Skeleton from InStyle Property Management, Senior Manager