Seth Harmer

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EDUCATION:

- 2014 - Information, Digital Media and Technology (Network Administration) - Certificate III
- 2008 - School Certificate

COMPETENCIES

- Strong analytical problem solving skills
- Systematic and highly detail orientated
- Microsoft Office; Word, Excel, PowerPoint, Access, Outlook
- Windows XP, Vista, 7, 8, and 10
- Chromebook OS
- Citrix
- VMware Workstation
- Active Directory
- Computer maintenance, building, deconstruction, and troubleshooting
- Network port patching
- Microsoft Exchange
- Remote Support software
- Data backup
- VoIP
- iOS and Android

EMPLOYMENT:

Feb 2017 – May 2017   **Flowerpower**

IT Support

- Level 1 & 2 helpdesk support
- Creating and removing users within Active Directory and Exchange
- Windows XP, 7, 10 support
- Flowerpower POS support
- Starting backups with AS400 system
- Creating AS400 user accounts
- Driving to various stores for installations and support
- Updating and creating documentation
- Configuring stock take and POS scanners
- Microsoft Office support
- Troubleshooting various software and hardware
- Network printer configuration and installation
- iOS support
- EFTPOS support and configuration
- Remote support using VNC Viewer and Windows RDP

Aug 2016 – Nov 2016   **Sydney Cricket &Sports Ground Trust**

IT Helpdesk Administrator

- Level 1 & 2 helpdesk support
- Creating and updating procedure guides
- iPhone and Android support

- Imaging new PCs
- Troubleshooting software, peripherals, and hardware
- Microsoft Office support
- VoIP setup and support
- Active Directory
- AV setup of conference rooms
- Complete and create tasks within TrackIT ticketing system
- Creating and removing phone extensions within PABX
- User profile backup and transfer
- DameWare remote support
- Group policy management within Microsoft Exchange

Dec 2015 – May 2016   **AMP**

Level 1 & 2 Field Technician

- Adding/removing users and assets in Active Directory
- Citrix Dell WYSE support
- Adhering to SLAs
- CISCO VoIP support
- Microsoft Office support
- AMP Tech Bar Helpdesk support
- Transferring user profiles between devices
- iPhone and Android support
- CSC Service-Now (SNOW) ticketing system
- Troubleshooting hardware and peripherals
- Network port patching
- Desktop and laptop imaging
- Network printer troubleshooting
- Software and application installation
- Airwatch Agent setup and support
- Remote support

Dec 2014 – Present   **Hewett's Timber Flooring**

Laborer

- Customer relation tasks including: organising quotes, and appointments
- Installing, sanding, and polishing timber flooring
- Maintaining stock
- Cleaning and maintenance of machinery

Sep 2014 – Oct 2014   **Woolworths Limited**

IT Floorwalker

- Helpdesk support
- On demand support of over 2000 users
- Chromebook rollout
- Training users on Chromebooks and Citrix app

Jun 2011 – Oct 2013   **Clark Equipment**

Storeman

- Managed proper communication and dispatch process to ensure product is properly accounted for and invoiced

- Ensured proper communication between drivers and management
- Streamlined processes to ensure packages are easy to find
- Contributed to the business being more efficient and greater customer satisfaction

Nov 2008 – April 2011   McDonald's

Crew Person

- Responsible for training new crew members in policies and procedures.
- Shift and product control.
- Trained in procedures for food quality, safety and cleanliness.
- Customer Service
- Occupational Health and Safety

REFEREES:

Available upon request.