

Helpdesk Analyst

Accomplished, people-oriented professional with demonstrated success in administering exceptional technical support and innovative, knowledgeable solutions to optimize customer service, stakeholder engagement, and company profitability. Skilled in incident management and diagnosing and resolving complex technical issues, specifically in regard to payment processing platforms and payment gateway providers. Collaborative team player and problem-solver, adept at managing multiple concurrent tasks within evolving, fast-paced environments. Seeking to leverage instructional background, management experience, and polished payment gateway expertise in new role.

Education

Certificate IV in Information Technology Networking
RMIT University, Melbourne, Australia
2016

Associates Degree in Computer Science
Australian Computer Society, Australia
2015

2006 B.Sc. in College of Commerce, Statistics, and Information Technology
The University of Sulaimani — Sulaimani, Kurdistan Regional Government, Iraq
2006

Professional Training

ITIL 4 Foundation in DDLS Institution, Melbourne, Australia
2019

Writing Skills for Business
ODYSSEY, Melbourne, Australia
2018

Dealing with Difficult Customers
ODYSSEY, Melbourne, Australia
2018

Certifications

Certificate III VET ESL Instructor
NMIT Melbourne Polytechnic, Melbourne, Australia
2015

Certificate III English Language Literature
NMIT Melbourne Polytechnic, Melbourne, Australia
2013

IT Specialization in Advanced Networking & Network Administration
BIT Media Arbil, Iraq 2010

Technical Proficiencies

Platforms: Windows, Linus, Unix, SQL Server, MySQL
Tools: Microsoft Office, Outlook, Citrix, VMware, Adobe Acrobat, JIRA, Heat, Visual Studio, Confluence, Splunk, Servicenow, Shopping Carts Plugin
Languages: Visual Basic, C++, Java

Career Experience

SecurePay & POLi, Australian Post, Melbourne, Australia 10/2017 – Present
Helpdesk Analyst

Administer technical helpdesk support for SecurePay, a PCI compliant, ISO 27001 Certified Payments gateway with over 100K merchants transacting over 350M transactions annually, NABTransact, PostBillPay, and PoliPayment platforms. Own customer onboarding and offboarding, stakeholder management, and merchant implementations and risk analyses. Lead configuring and troubleshooting of SecurePay products and all integrations. Collaborate cross-functionally with developers, merchants, and customers to support product launch and implementation processes, specifically regarding shopping cart plugins, incident management, reporting, fraud monitoring, and any technical inquiries.

- Mastered set up and troubleshooting of products including Acquirer, ActiveMerchant for 3D-Secure, XMLAPI, Directpost, RestAPI, SecureFrame, SecureBill, and hosted payment page.
- Accomplished cross skills for six weeks with both risk management and application teams.
- Delivered extensive and thorough work for businesses and teams, successfully achieving timely resolution with all impediments.

Information Planet, Melbourne, Australia 2/2017 – 10/2017
Office Administrator

Directed day-to-day administrative activities to promote office efficiency and overall organizational growth. Oversaw filing, data entry, office supply inventory, invoice management, scheduling, partner communication and customer service. Provided student support in regard to student fees, course enquiries/requests, records, enrollments and orientation.

- Delivered superior customer service and student support to actively enhance overall student experience.
- Trained multiple employees through organization on proper administrative processes and protocols.

Computer Institute of Sulaimani, Sulaimani, Iraq
Senior Technical Instructor

9/2007 – 1/2013

Instructed and educated students on computer networking curriculum, monitoring student progress and ensuring students have necessary tools and information to master subject matter. Oversaw computer and server maintenance, network administration, security setup, operating systems, applications, and programs installations, and computer hardware configuring and troubleshooting, all to establish proper operation of computer systems.

- Setup and configured Cisco IPs, VMware, test routers, servers, local test network switch, and virtual machines for sustainable ICT.

Additional Experience

Vocational Computer Instructor, Byte Organization, Sulaimani PVT Ltd, Iraq

6/2012 – 12/2012

Vocational Computer Instructor, Apple English Training Institute PVT Ltd, Sulaimani, Iraq

10/2011 – 12/2011

Vocational Computer Instructor, Mally Ganjan Organization Pvt Ltd, Iraq

7/2011 – 9/2011

Reference

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