



James Bester

IT Support Analyst

IT Professional with a passion for code

✉ jamesthomasbester@gmail.com

🌐 jambotics.com/

🐙 github.com/jamesthoasbest
er

📖 stackoverflow.com/users/1094231
7/james-bester

🔹 LANGUAGES

JavaScript



Powershell



C#



SQL



Java



HTML5 / CSS



BASH



🔹 CERTIFICATES

Cisco - CCNA Routing and Switching (09/2019)

Sophos ET15 - Central Endpoint and server (03/2022)

Sophos ET83 - XG Firewall (12/2021)

Sophos SC01 - Sales Fundamentals (03/2022)

🔹 SKILLS

Linux Experience

Hexnode MDM

SureMDM

TrendMicro Email Suite

MS AD Management

Windows Deployment services

Hyper V

VMware esxi

Sophos Firewalls

MYSQL

MONGODB

🔹 WORK EXPERIENCE

IT Support Analyst

Aurora Health

04/2022 - Present

Comprises 16 private hospitals and community services in Australia's major cities

Achievements/Tasks

- ◇ Providing escalated support to triage team
- ◇ Automation of tasks performed by support team
- ◇ documentation of support procedures and policies

IT Specialist & Support Officer

Scorptec Computers

10/2021 - 04/2022

Australian eCommerce technology retailer

Achievements/Tasks

- ◇ Providing level 2-3 support for office and remote staff. Executing and planning projects regarding core network & processing infrastructure. As well as documenting and updating networks across multiple sites

IT Systems Administrator

Arrow Worldwide

10/2020 - 12/2021

transport and logistics operating across the east coast of Australia

Achievements/Tasks

- ◇ Part of a small team of two providing Remote and On site IT support. Troubleshooting, Diagnosing and resolving Software & hardware issues
- ◇ day to day maintenance of the network, server equipment and software.
- ◇ MDM of 100+ mobile devices pushing out updates, patches and APK's.

Graduateship

Full Spectrum Networks

01/2019 - 10/2020

Achievements/Tasks

- ◇ On Site network diagnostics, analysis and surveys. Installing and patching CISCO/MERAKI networking equipment
- ◇ performing on site wifi surveying with ekahau site surveyor

🔹 EDUCATION

Diploma of Information Technology Networking

RMIT

01/2019 - 12/2019

Coding Boot Camp

Monash University

01/2022 - Present