Jay Thomason



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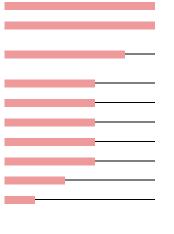
PROFILE

Highly experienced and driven IT professional with a proven track record of delivering exceptional technical support and customer service. Possesses foundational knowledge in software development.

Actively seeking a multifaceted and challenging role, ideally within an Agile team, where I can leverage my expertise, curiosity, and customercentricity to elevate the team and continue to grow as an IT professional.

A SKILLS

IT Support
Customer Service
Windows
Desktop/Server
HTML/CSS
Active Directory
Microsoft 365 Admin
Documentation
Networking
Project Management
QA & Testing



☆ STRENGTHS

- # Problem Solving # Communication
- # Adaptability # Continuous Improvement
- # Team Collaboration # Time Management

WORK EXPERIENCE

□ 09/2022 - PRESENT ? MELBOURNE, VIC

ICT Support Officer Calvary Health Care

- Provided L1 tech support to 18,000 healthcare professionals across Australia.
- Created a user-friendly GUI application to enable swift retrieval of user information for help desk staff
- Enhanced operational efficiency by designing a one-click GUI tool to streamline system administration tasks, such as password resets and account unlocks
- Employed a combination of Power Automate and PowerShell to automate multiple stages of the user onboarding process, leading to increased productivity and a decrease in manual workload

₩ 08/2021 - 06/2022 • MELBOURNE, VIC

L2 Desktop Support Defence Science and Technology Group

- Delivered Level 2 desktop and systems administration support within a scientific computing environment, encompassing nonstandard hardware and software configurations
- Adherence to strict security policies and procedures, maintaining a national security clearance
- Led the improvement of asset management processes, proactively identifying and addressing vulnerabilities in asset handling

WORK EXPERIENCE

Ħ 05/2020 - 08/2021 ♥ MELBOURNE, VIC

Project Support, L2 Help Desk Support 5G Networks

- Contributed to the implementation of a Microsoft Teams based all-in-one communications and telephony solution, managing tasks from pre-production to final testing
- Maintained a library of technical documentation for our product on GitHub
- Developed and delivered a comprehensive traning seminar on our product, demonstrating proficiency in leading customer training sessions
- Provided L2 Help Desk support to customers, including responding to critical server and network issues within 15 minutes

₩ 04/2019 - 05/2020 MELBOURNE, VIC

Account Manager Technicalities Group Consulting

- Cultivated and nurtured relationships with key stakeholders, whilst learning their needs and requirements
- Showcased a variety of ICT solutions from the Technicalities product line, including hosting services, support contracts, backups, network security, and more
- Conducted two highly informative training seminars, driving product promotion and educating customers on cyber security practices

⊗ EDUCATION

Ħ 01/2023 - PRESENT O ONLINE

Computer Science | Programming and Development Swinburne University

- Attained expertise in industry-standard software and programming languages, such as HTML, CSS, Javascript, and Python
- Executed a full-stack development project, encompassing back-end development, API

⇔ EDUCATION

- integration, and deployment, to create a Single Page Application (SPA) for a local football club
- Applied Agile project management principles to formulate project proposals, from product definition to release, and develop user stories, release plans, and reporting methods
- Demonstrated adeptness in utilizing version control systems and proficiently managing personal projects through diligent use of tools like JIRA and GitHub projects
- Successfully led a group project as Scrum Leader, facilitating team communication, conflict resolution, and practicing servant leadership