

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 customer-centricity to elevate the team and continue to grow as an IT professional.



SKILLS

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



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 non-standard 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

📅 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 training 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

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



EDUCATION

📅 01/2023 – PRESENT 📍 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