



# LEAH ERAMO

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## BACKGROUND

Having worked in varying IT industries from the start of my career I have experience a lot of hands on Education in a broad range of IT categories, I have worked hard to implement IT solutions in varying business sectors, including retail, hospitality and health. I am now pursuing a career as a web developer.

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## EXPERIENCE

### ■ Technology Consultant 2016 - Current

#### ■ REA Group | Richmond

- Management of cloud apps
- Active Directory
- Support tickets
- Level 2 support
- On call duties
- Management of hardware fleet through MDM
- Project management
- Agile Environment

### ■ Business Systems Support Officer 2014- 2015

#### ■ City of Whitehorse | Nunawading

- Government and Management reporting
- T-SQL/ SQL Data base script writing
- Crystal Reports writing
- Local Government Reporting Framework
- Business Analysis and Development.
- Mobile device support, rollout and management. Using MDM - SOTI
- Best practice analysis
- Database management

- Maintaining integration between business systems
- Basic 1st level support of EDM (HP Trim)
- SharePoint management
- Project management
- Support Desk Analyst 2014
- Icon Global | Geelong
- Customer support (Level 1 and 2)
- T-SQL/ SQL Data base script writing
- Crystal Reports writing
- Liaising with Developers for 3rd level Support
- Overhaul of several Government mandated exports
- **IT Consultant 2014**
- Abelas Gun Shop | Thornbury
  - Customer support
  - Best Practice Analysis
  - POS Trouble Shooting
  - Network Analysis
  - Hardware repair
  - Software trouble shooting
- **Support Desk Analyst 2014**
- Icon Global | Geelong
  - Customer support (Level 1 and 2)
  - T-SQL/ SQL Data base script writing
  - Crystal Reports writing
  - Liaising with Developers for 3rd level Support
  - Overhaul of several Government mandated exports
- **Lead IT – Systems Administrator 2011-2013**
- DASSI | Northcote
  - Maintaining databases for various software including
  - Carelink Plus: Industry specific CRM – SQL Server Management Studio
  - Microsoft Dynamics – SQL Server Management Studio
  - Payroll – SQL Server Management Studio

- OLAP Cubes for Business intelligence – SQL Server Management Studio SSAS
- Report writing including creation of automated reports using the following:
  - Microsoft Excel
  - VBA for Excel
  - MDX
  - SQL
  - SAP Crystal reports
  - Business Intelligence solutions
- Maintaining company/user/user group structure within AD(Active directory)
- Maintenance of network security
- Backup of network daily onto backup tapes
- Project management/implementation of various new software or IT infrastructure.
- General IT desk support
- Set up of workstations for new users/ users with new equipment
- Catalogue/audit of all IT equipment
- Training staff on various new procedures
- General ad-hoc duties

■ **Store Administrator/ Laptop Repair 2010-2011**

■ LapyKing | South Melbourne

- Answering customer complaints
- Troubleshooting issues with clients laptops
- Assisting with repairs of laptops
- Ordering of spare parts
- Coordinating store operations
- Cash handling
- Liaising with suppliers
- Maintaining store appearance.
- Keeping up to date on latest technological developments.
- Liaising with 3rd party insurance
- POS Technical/ Technical Support 2011
- IMPOS | Richmond

- Imaging of POS terminals
- Setup of software
- Troubleshooting issues, often remotely using TeamViewer
- Phone support to customers
- **Crew Member/ Breakfast Manager 2008-2010**
- Hungry Jacks | Eltham
  - Food handling
  - Customer Service
  - Maintaining store hygiene (especially regarding food products)
  - Cash handling
  - Staff management (in Managerial role)
  - Complaint Handling
  - POS use

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## EDUCATION

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- **Macleod College**
- 2003-2007| Completed year 11
- Undertook 2 advanced (Year 12) IT subjects: Applications and Programming
- Greensborough NMIT
- 2008-2009| Advanced Diploma Multimedia
- Subjects Included
  - 2D Animation
  - 3D Animation
  - Digital image enhancement/manipulation
  - Video editing
  - Creating dynamic websites
  - SQL – DATABASES
  - Graphic Design
  - Copyrighting

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## SKILLS

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- Capability to troubleshoot both hardware/software faults on workstations/laptops on any operating system.
- Tri-lingual – Italian and German.
- Ability to navigate and work with databases using postgres, mysql, mariaDB or using SQL Server management studio
- Able to author reports for business analytics using various methods including BI Software suites, crystal reports and manual coding.
- Design/Multimedia skills
- Fast learner – able to self-teach
- Excellent trainer
- Confident Communicator
- Self-motivated – can work/learn autonomously
- Development in the following languages:-
  - Ruby/rails
  - Python/django
  - Node, coffeescript, jQuery, JavaScript
  - Html/css