

# Paul Robb

0488998219 | paulrobbonline@gmail.com

## Experience

*Software Support Specialist, Sihot Asia Pacific (Gold Coast)* *2011 – 2020*

- Support users with Sihot PMS software via phone, email and remote assistance
- Write User Guides / How To's / Video instructions.
- Write internal support documentation for both technical / non-technical users
- Design e-learning training using Sihot PMS (Articulate Storyline 2)
- [Produce Youtube instructional videos using Sihot PMS](#)
- Designed / built a knowledge base.
- Troubleshoot interfaces such as MPI, Saflok, Mittel, Vingcard, Docomo, Micros.
- Read & analyse log files.
- Design custom .rtf layouts.
- Write LUA scripts.
- Software Testing.
- Rotating on-call after hour support.
- Collaborate with internal support teams and external vendors.

*Remote Technical Support, IBM (Gold Coast)* *2007 – 2011*

- Support users of the National Australia Bank on technical issues via phone, email and remote assistance.
- Install and remove software via active directory.
- Troubleshoot software issues.
- Queue management.
- Provide printer support.
- Rebuild computers.
- Collaborate with internal support teams and external vendors.

## Education & Certifications

*Amazon  
Upskilled*

2020 AWS Certified Cloud Practitioner  
2015 Diploma of Website Development  
2014 Diploma of Information Technology

*The Photography Institute*

2011 Diploma in Photography

*Australian College of Information Technology*

2004 A+ Computer Technician  
2004 N+ Networking