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## PROFILE

Motivated and energetic professional experienced in technical support with a passion for problem solving, exceptional customer service and improving business' through a solution-oriented approach.

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## HIGHLIGHTS OF QUALIFICATIONS & ACCOMPLISHMENTS

### Languages, Tools and Frameworks

- HTML, CSS, Javascript
- Java
- Node
- React
- Git/Github
- Agile

### University

- Deans award for academic excellence (2001, 2003).
  - Assignment of the year (2003).
  - Top ranked student in Bachelor of Information Technology (2001)
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## PROFESSIONAL EXPERIENCE

### **Technical Support Specialist L3 (August 2019–Present)**

#### **Yellowfin BI, Remote**

- Provide high-level, technical assistance to all of Yellowfin's global customers.
- Serve as primary technical escalation point for Global Service Desk team as well as APAC consulting team.
- Provide working code examples (Java, Javascript), database queries and guidance on software integration.
- Research and document new features for the Yellowfin Community.
- REST API testing and debugging using Postman and CharlesProxy.
- VM maintenance and management.
- Manage escalated cases end-to-end, ensuring transparent and timely communication and resolution.
- KCS Manager APAC.
- Provide training and mentoring to junior staff.

### **DESKTOP SUPPORT ANALYST (August 2017–August 2019)**

#### **Cardno, Melbourne, VIC**

- Manage IT tickets for the Cardno Melbourne and surrounding Construction Sciences offices, including Incidents and Service Requests.
- Manage and maintain hardware and software assets within the Cardno Melbourne Office.
- Build/troubleshoot/deploy PC hardware.
- Conduct data backups for the Melbourne office.
- Support video conferencing technology within the office including Microsoft Skype for Business and Zoom.
- SME for Exchange Distribution lists throughout Asia-Pacific

**PROJECT MANAGER (Feb 2016–June 2017)****Alliance Software, Melbourne, VIC**

- Manage projects, and drive the project team from start through to completion.
- Define project scope, objectives, milestones and deliverables.
- Ensure business requirements are suitably defined, understood and signed off.
- Pro-actively manage project risks and issues and minimise their impact on the project.
- Regularly communicate project expectations to team members and stakeholders and use their feedback to optimise progress.
- Negotiate use of resources in a matrix management environment.
- Coordinate and manage project reporting, project reviews and project steering meetings.

**IT SUPPORT OFFICER (June 2012–December 2015)****UNSW Arts & Social Sciences, Sydney, NSW**

- Perform technical support and administrative tasks related to requests for quotes and asset management.
- Provide phone, email and desk-side assistance to staff in their use of IT/AV/Computer hardware and software.
- Providing coaching and support to other team members in the resolution of incidents and requests.
- Monitoring and reporting on the achievement of SLA's relating to the Support queue, ensuring SLA's are understood by team members.
- Acting as a point of escalation for team members, and further escalating issues as required.
- Provide problem management of specialised technologies across FASS, in collaboration with IT at UNSW.
- Implement solutions and deliver enhancements to the desktop/AV infrastructure of the Faculty.
- Coordinate and liaise with external providers and vendors.

**OPERATIONS MANAGER (May 2009 – Feb 2012)****School Tour Australia, Sydney, NSW**

- Responsible for the daily operation of a large scale music tour production, entailing the scheduling and accommodation for artists and crew.
- Oversee all aspects of pre-production, postproduction and production including PA requirements and logistics.
- Responsible for client communication, conflict resolution, and service delivery.
- Manage and supervise staff; hiring, performance management, schedule and authorize crew hours.
- Co-ordinate production unit personnel and delegate responsibility to ensure smooth operation.
- Administer contracts to ensure adherence to agreed terms.
- Responsible for checking on the venue; making sure that the lighting and sound qualities are good for the venue, making sure that the food situation for the bands and lodging is all taken care of.

**REFERENCES****DAVID REGISTRO****Global Support Desk Lead, Yellowfin BI**

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