Patrick **Armstrong**

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Education

RMIT University   *Melbourne, Australia*
BACHELOR OF INFORMATION TECHNOLOGY IN SECURITY AND CLOUD COMPUTING   *Feb 2020 – Dec 2022*
GPA: 3.3

Experience

Medibank   *Melbourne, Australia*
CONTACT TRACER   *Aug 2021 – Sep 2021*
- Called 100+ individuals daily to inform of COVID-19 protocols and case status
- Worked closely with NSW Health to adapt COVID-19 protocols and support individuals in isolation
- Worked extensively in Microsoft Excel to track and manage COVID-19 outbreaks

Country Inn and Suites by Radisson   *Bothell, Washington, USA*
NIGHT AUDITOR   *Jun 2019 – Feb 2020*
- Completed nightly audit reconciliation and accounting, such as managing room adjustments and cash deposits
- Managed overnight hotel operations, including completion of maintenance issues lodged during the night
- Handled guest's arrival experience, providing a pleasant and hospitable check-in process
- Generated nightly reports for management summarising audit and operation activities

Pro Sports Club Bellevue   *Bellevue, Washington, USA*
SPECIAL EVENTS COORINATOR   *Jan 2019 – Jul 2019*
- Marketed children's camps, café, and pro shop to parents at the club
- Oversaw Club events in gymnasium to ensure guest satisfaction, including children
- Organised office space and storage closets to optimise space and efficiency
- Taught basketball and swim classes to children ranging from 5-14 years old

Cutall Concrete   *Bothell, Washington, USA*
IT CONSULTANT   *Sep 2015 – Feb 2020*
- Oversaw all networking and general IT operations such as server setup and user support
- Recommended solutions to optimize workflow and productivity
- Informed employees of how to operate technology remotely or in-person

Skills

Programming Languages: HTML5, CSS3, Bootstrap 5, Javascript, Python
Productivity Tools: Microsoft Word, Microsoft Excel, Adobe Lightroom, Adobe Premiere Pro
Soft Skills: Leadership, Teamwork, Communication, Problem-Solving, Flexibility

Volunteering/Projects

STEM Mentor   *Soft Skills*
VISITED LOCAL DISADVANTAGED HIGH SCHOOLS TO PROMOTE STEM LEARNING AND STEM CAREERS TO CHILDREN   *https://in2science.org.au/*

Neighborhood IT Consultancy   *Consumer Technology, Communication*

TRAVELLED AROUND LOCAL AREA PROVIDING IT SERVICES TO FAMILIES AND INDIVIDUALS. EXAMPLE SERVICES INCLUDE: HOME THEATER INSTALL, COMPUTER TROUBLESHOOTING, SITUATIONAL ADVISORY, AND 3KM PEER-TO-PEER DISH NETWORKING

Certifications

Oct 2021	**AWS Certified Cloud Practitioner**	*Amazon*
Jun 2021	**Working with Children Check**	*Vic Gov*
May 2021	**Responsible Service of Alcohol**	*Vic Gov*
Apr 2019	**Microsoft Office Specialist**	*Microsoft*