**Patrick Armstrong**

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**Work objective**

Seeking to leverage my background in Customer Service, Computer Hardware, and Consulting to help better serve your company, while gaining experience in Customer Service and Information Technology.

**Education**

Bachelor of Information Technology Feb 2020 – Current

RMIT University

Major in Security and Cloud Computing

Minor in Economics and Finance

**Work & VolUnteer Experience**

Night Audit July 2019 – Jan 2020

*Country Inn and Suites by Radisson*

* Completed nightly audit reconciliation and accounting, such as managing room adjustments and cash deposits
* Worked towards goals of Radisson Rewards sign ups and room upgrades upon arrivals of guests
* Managed overnight hotel operations, including completion of maintenance issues lodged during the night
* Generated nightly reports for management summarising audit and operation activities
* Handled guest’s arrival experience, providing a pleasant and hospitable check-in process
* Worked in Kitchen, taking orders, cleaning dishes and delivering breakfast to guests in morning

Special Events Coordinator Jan 2019 – July 2019

*Pro Sports Club Bellevue*

* Taught basketball and swim classes to children ranging from 5-14 years old
* Marketed children’s camps, café, and pro shop to parents at the club
* Oversaw children day camps, requiring learning to quickly adapt to new situations and be prepared for any matter
* Organised office space and storage closets to optimise space and efficiency
* Oversaw Club events in gymnasium to ensure guest satisfaction, including children
* Worked in Kitchen, cleaning dishes, setting tables, and delivering meals around club.

Head Referee Sept 2016 – June 2019

*Greater Eastside Junior Football Association*

* Promoted to head referee for a crew of 4 officials
* Worked with children to teach the sport of American Football and taught sportsmanship when playing
* Scheduled all other referees, ensuring the correct number of referees with the correct experience level were in place at games
* Audited referees pay to ensure accuracy
* Managed finding replacements when referees would call out from games

STEM Mentor Feb 2021 – Present

*In2Science*

* Visited local disadvantaged High Schools to promote STEM learning and STEM Careers
* Improved and practiced soft skills by working on relaxing in awkward situations and making strangers feel comfortable talking to one another

IT Consultant Sept. 2015 – Present

*Cut-All Concrete*

* Oversaw all networking and general IT operations such as server setup and user support
* Created solutions to IT challenges such as getting internet to a building 0.7mi away using peer to peer satellite dish sharing
* Recommended solutions to optimize workflow and productivity
* Informed employees of how to operate technology remotely or in-person

**Skills Summary**

* Java, Python, CSS3, HTML5, JavaScript, Bootstrap, jQuery, and PHP University Experience
* Confident in Amazon Web Services
* Fluent and experienced in computer hardware such as processors, motherboards, storage media, memory, and networking hardware such as routers, access points, switches, servers, peer to peer networks, network attached storage.
* Confident user of Microsoft Word (Advanced), Excel (Intermediate), PowerPoint (Intermediate), Adobe Photoshop (Intermediate), and Adobe Premiere Pro (Intermediate)
* Have completed neighbourhood installs of home technology and recommend services and devices to individuals based on their needs
* Well-developed organisational skills through coordinating sport and school events, orderly technology installs
* Soft skills such as teamwork, communication, problem-solving and flexibility

GitHub: <https://github.com/pxa3203>

**CERTIFICATIONS & Achievements**

* Responsible Service of Alcohol Certificate
* Victorian Working with Children Check
* Microsoft Office Specialist in Word, PowerPoint, and Excel
* Reached national level for Future Business Leaders of America competition in Networking Fundamentals and Computer Problem-Solving.

References can be provided on request