Rikki Nguyen

Bio
Gender: Male
D.O.B: 27/11/1993

Contact details
Phone: 0402 441 912
E-mail: ng.rikki@gmail.com

Skills & abilities

- Fluent in HTML, CSS, JavaScript, PHP, MySQL
- Team player and able to cooperate effectively in multi-disciplinary teams
- Ability to solve problems in a given time frame
- Able to achieve KPI's
- Ability to listen and learn new skills with positive attitude
- Professional presentation and attitude
- Highly developed communication skills both oral and written
- Able to troubleshoot and resolve problems autonomously
- Fluent in fundamental skills relating to information technology
- Ability to learn and support new technologies and applications

I have a background in customer service, and Information Technology. Working in these industries has given me real world experience and allowed me to develop commendable interpersonal skills. I enjoy working with others to achieve common goals, and believe I am very flexible and understanding of other's needs. These qualities make me a valuable team player, and I am confident that I am able to meet requirements, dead-lines, and any other obstacles that may be thrown my way.

Work experience & history

2017 - Information Technology - Web Design and Development - Certificate IV
Building and designing interactive webpages and databases using:
HTML/CSS, PHP, MySQL, JavaScript, BootStrap, and JQuery

2016 - Datacom
Customer Service Representative for the Australian Taxation Office
Roles and responsibilities:

- Answering customer enquiries relating to individual tax affairs, debt, and also MyGov
- Taking inbound calls as well as making outbound calls to clients
- Escalating calls where appropriate
- Using Siebel to handle customer enquiries
- Obtaining information through scripting and resources to resolve problems
- Working as part of a team
- Managing KPI's
- Handling confidential information

2015 - Kordia Solutions
Desktop Support contractor
Roles and responsibilities:
- Providing technical assistance for new technologies at Westpac branches
- Working within a team
- Travelling to different work sites and locations
- Troubleshooting within a virtual environment (Citrix)
- Mapping printers and network drives
- Escalating problems to the appropriate departments

2014 - Timezone
Customer Service Assistant
Roles and responsibilities:
- Using a POS system and serving customers
- Handling customer enquiries both face-to-face and over the phone
- Troubleshooting gaming machines
- Opening and closing the store
- Banking

2014 - Information Technology Networking - Certificate IV
- Building and configuring computers, networks, servers
- Installing and configuring Windows Server, Active Directory, VMWare
- Troubleshooting

2013 - Salvation Army
Storeperson
Roles and responsibilities:
- Stocking shelves and basic stock management
- Opening and closing the store, pricing items
- Customer service: aiding customers with any inquiries and answering the phone

2013 - Information Technology, Communications, and Digital Media - Certificate III
- Advanced support of Microsoft Office suite apps (Excel, Word, Access)
- Advanced support of digital media applications (Adobe suite)
- Awareness of ethical issues and WHS in relation to IT

2012 - Australian Power & Gas,
Sales
Roles and responsibilities:
- Gaining people's interest in switching their power supplier
- Preparing and submitting contracts
- Achieving daily targets
- Working as part of a team

2011 - Completed HSC at Pennant Hills High School