

Sam Carter

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Personal Information

License: Current Queensland Drivers License, Class C (Open)

Experience and Qualifications

Certificates: Diploma of Justice Studies – TAFE Queensland – December 2016

Work Experience: Desktop Support Engineer, Entain Group Australia (August 2019-Current)
Client Services Experience, Ladbrokes (August 2017-July 2019)
Administration Officer Queensland Health (2013-2017)

Technology Applications: Visual Studio Code
GitHub
Terminal
Jira
Figma
Confluence
Microsoft Office Suite

Markup/Coding Languages: HTML 5
CSS 3
Markup
Python (TBC)

Key Skills

- High level Information Technology skills
- Ability to coordinate and prioritise activities
- Commitment to achieving results in a timely manner
- Professional and ethical behaviour – Ability to maintain confidentiality
- Self-awareness and commitment to personal development
- Commitment to providing high quality service to clients
- Able to effectively communicate and liaise with staff and clients at all levels
- Analytical, research and problem-solving skills
- Excellent interpersonal communication skills
- Enthusiastic and motivated worker

Employment History

Desktop Support Engineer

Information Technology – Entain Group Australia

Permanent August 2019 - Current

Duties Involved:

- Responding in a professional and courteous manner to staff support requests both in person and remotely
- Ticketing jobs performed with thorough information relating to the issue, steps to fix and completion of task through Jira Tracking Software
- Installing and maintaining computers and software throughout the business
- Creating and maintaining Active Directory user and computer objects on multiple domains
- Maintaining the asset registry using Snipe IT management system
- Administering licenses and user accounts of off premise systems (Office 365, Lucidchart, JetBrains, Slack) for the entirety of the business
- Building healthy working relationships with all teams and members of the business from the call center right up to the Chief Executive Officer
- Completing after hours work on the weekends and in a weekly on-call rotation

Client Services/Betting Operator/Voice of the Customer

Client Services – Ladbrokes

Permanent June 2018 - Current

Casual August 2017 - May 2018

Duties Involved:

- Assisting clients to verify, manage and maintain their personal accounts
- Training new staff members and assisting others with betting queries they may have
- Liaising with management to improve current processes
- Being a first point of contact for the public and responding professionally
- Placing live and upcoming bets as requested by clients
- Facilitation of inter-departmental communication in order to provide high quality support to clients
- Maintaining client and staff confidentiality

Referees

Per Request