





CONTACT

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SKILLS

Communication	Fluent
Microsoft Word	Fluent
Self-learner	Skilled
Interpersonal Skills	Qualified
Javascript	Adept
Python	Initiate
Java	Initiate

JOSHUA CAYETANO

IT Support Technician - Techreative

ABOUT MYSELF

I am excited to apply for the IT Support Technician position at Techreative due to its commitment to excellent customer service and support for the non-profit sector. My background in hospitality and retail has equipped me with strong communication and problem-solving skills. I am eager to develop my technical abilities while contributing to the team's positive impact. I am an Australian citizen with a current Working With Children (WWC) Check.

EDUCATION

Bachelor - Information Technology **2021 - Ongoing**
RMIT University - Melbourne, Victoria (Australia)

Currently completing a Bachelor of IT, I have knowledge of how to use tools such as Python to put data into reports. Using Java to understand how to create a framework such as a system like LinkedIn.

Summer School **July 2019**
Feng Chia University - Taichung, Taiwan (China)

I studied with other students across Oceania at Feng Chia University. Here I was given the opportunity to take part in various excursions, learn the language and travel around Taiwan.

Tertiary Education **2012 - 2017**
Salesian College Chadstone - Melbourne, Victoria (Australia)

I had previously undertaken my high school studies here. It was during this time that I gained an interest in information technology.

PROJECTS

AI-generated art **April 2023**
Tool: Stable Diffusion

As a curious thinker I had the willingness to explore how AI-generated art is created and the tools involved.

Music Player **March 2023**
Tools: Visual Studio, JavaScript, Bootstrap

This was a short demo project where I took the initiative to create an application for a media player to play 1 song.

Weight Converter **Jan 2023**
Tools: Visual Studio, JavaScript, Bootstrap

This was a short project which started me on my journey to willingly learn new platforms. This project involved creating a simple weight-converting application. The user enters their weight which can be converted into grams, kilograms, and ounces.

CERTIFICATES

Microsoft Certified: Azure Data Fundamentals 2024 - Microsoft

Learned from Microsoft core data concepts, consideration for relational data and analytical workloads.

Summer School AI Intensive Bootcamp 2024 - Akkodis

This was Microsoft Bootcamp which focused on teaching Azure.

AWS Cloud Quest: Cloud Practitioner 2023 - AWS

Collaborated with other students to learn and solve problems using AWS systems.

Certificate of Appreciation - RMIT Peer Mentoring

Was a mentor for the subject of Web Programming.

HOBBIES

Movies

Like watching classic or hidden gems.

Playing Badminton

Like playing badminton every Saturday.

Cooking

Find cooking a calming activity to do at home.

Reading

From a young age liked to read books.

WORK EXPERIENCE

Junior Security Analyst - Operations Corrs Chambers Westgarth

Aug - Nov 2023

As a junior analyst I learnt the systems that Corrs deployed to protect its data. I identified security incidents, escalated potential threats, and deployed a phishing campaign to enhance staff awareness.

Team Member Coles, Melbourne (Victoria)

2022 - Ongoing

As a team member I am responsible for processing payments, handling online orders, and engaging in regular sales related to tobacco products. I am passionate about delivering great customer service by communicating with my team and answering all customer inquiries.

Team Member IKEA Richmond, Melbourne (Victoria)

2021- Jan 2022

As a team member, my responsibilities alternated between supervising self-serve checkouts and being a checkout team member. I regularly communicate with my team as well and demonstrate excellent customer service by having a sense of emotional intelligence during busy periods.

VOLUNTEER WORK

Hackathon Participant Amazon AWS

November 2023

I engaged in an AWS cloud hackathon hosted by RMIT. Here, I worked with a team to solve real-world scenarios of varying difficulty by using AWS's systems.

Hackathon Participant ARC Centre of Excellence for Automated Decision-Making and Society

September 2022

This 3-day event organized by the ARC focused on Dark Ads. As a participant, I collaborated with students from diverse backgrounds and universities and was tasked to pitch a solution for Dark Ads to drive change.

Student Committee Member - SSCC RMIT University

Jun - Nov 2020

The Student Staff Consultative Committee (SSCC) is responsible for improving the quality of learning for students by identifying areas to improve programs. As a member, I provided my input at meetings by demonstrating leadership confidence, effective collaboration and communication skills, and a willingness to contribute to the advocating for diversity of others based on my own experience.

Digital Bootcamp student Datarati - Salesforce

Jun - Jul 2020

I had engaged in a 2-week Digital Bootcamp, collaborating with other university students. During the 2 week program, I learned about the digital procedures of Datarati and participated in presentations addressing real issues to real clients. From this, I gained experience in being adaptable, developing strong communication skills with team members to address technical difficulties and a willingness to learn new platforms.