

TYRONE W. NOLASCO

<https://github.com/sh1ggy> | <https://sh1ggy.tk>

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OBJECTIVE

Currently based in Brisbane, working a Systems Support Specialist at Sonic IT with a proficiency in verbose incident documentation and communications under the pressure of customer and stakeholder expectations. I have a desire to further my communication skills as well as expand upon my background in web development by taking advantage of opportunities to work outside of my comfort zone.

WORK EXPERIENCE

Sonic IT **May. 2022 - Current**
System Support Specialist *Brisbane, Queen Street*

- Responsible for troubleshooting medical software supported by Sonic IT to resolve tickets raised by medical sites across Australia, achieving an average of 6+ ticket resolutions per day.
- Maintenance of case-by-case incident documentation and team-wide knowledge articles as a part of a collaborative effort to document the support process for various softwares.
- Management of critical incidents that require both quick communication as well as adaptability
- Responsible for engaging with internal Sonic IT teams & external vendors via thorough communication to assist with incident resolution and management of critical incidents.

Wings Education **Aug. 2021 – May. 2022**
IT Support Lead & Social Media Lead *Brisbane, Fortitude Valley*

- Responsible for management and development of a PHP-based LMS website using Moodle & SQL
- IT hardware and software support to maintain Gold Coast and Fortitude Valley computer labs
- Lead social media designer, video editor and co-ordinator for company marketability.
- IT intern training for basic IT troubleshooting, social media designs and LMS maintenance.
- High level communication within a small business environment & maintenance of internal company documentation

EDUCATION & TRAINING

2021 - 2023	RM Display and Information Guidance System (DIGS) Project React & NodeJS <i>Continuation of the QUT Capstone Project outside of the scope of university work.</i> https://github.com/ProPablo/rm_dashboard <ul style="list-style-type: none">• Development of the project's final client, backend and application features in a team of two in order to push the project to be ready for production with real-world users at Redland Museum.• Acting project manager responsible for defining and allocating tasks that aligned with project scope as well as managing project expectations with the Project Owner via regular online meetings, email correspondence and onsite visits.
2018 - 2021	Queensland University of Technology Bachelor Information Technology (Computer Science) <i>Minors: Engineering Foundations & Mobile App Development</i>
2013 - 2017	Corinda State High School Certificate II in Active Volunteering <i>QCE - OP 6</i>

PROJECTS & AWARDS

2022 - Present <i>NextJS, TypeScript</i>	Personal Website & Blog <i>Personal website to experiment with web development and create a place to write my programming-focussed blog</i> https://sh1ggy.tk
2021 <i>NextJS, TypeScript</i>	UQCS Hackathon <i>Bingo Butler</i> <i>Discord bot that generates links for a speed-run bingo mini-game depending on the text channel you invoke it in. Used a MERN stack and handled the manipulation of data and conditionally rendering it to the front-end</i> https://github.com/sh1ggy/bingobutler
2021 <i>Godot, GDScript</i>	GMTK: Joined Together <i>Parity</i> <i>Learned basics of game development and made a 'bullet-hell inventory management' game in 48 hours using Godot</i> https://sh-ggy.itch.io/parity
2019 <i>Android Studio</i>	Brisbane Mobile App Hackathon, 2nd Place <i>Responsible for creating a labour search and job shift management app</i> https://github.com/sh1ggy/hackathon19-TDRJKM-android

SKILLS

- **Programming Languages:** JavaScript, TypeScript, HTML, CSS, C#, C, SQL, Java, Python
- **Technologies & Frameworks:** NextJS, React, React Native, NodeJS, Godot, Markdown, LaTeX

PERSONAL INTERESTS

- **Social Activities:** University of Queensland Computing Society, CODE Network
- **Interests:** Hackathons, game jams, note-taking/documentation and rhythm games

REFERENCES

Russell Dinte: <i>Project Manager & IT at Redland Museum</i> E: russdinte@bigpond.com P: +61 7 3286 3494	Anhad Ahuja: <i>Programming Teammate</i> E: anhadrs@gmail.com P: +61 490 779 437
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