

# TYRONE W. NOLASCO

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## SUMMARY

Based in Brisbane and working as 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 technical capabilities as a programmer, improve my ability to communicate as well as take advantage of opportunities to work outside of my comfort zone.

## WORK EXPERIENCE

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### 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 30+ different pieces of software.
- Management of at least 1 critical incident per week that requires instant action and outward communication to affected users.
- 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 & Social Media Lead

Brisbane, Fortitude Valley

- Managed and developed PHP-based Learning Management System website using Moodle & SQL that aimed to increase staff and student productivity.
- Administered IT hardware and software support to maintain the company's 2 sites of computer labs
- Led the production of at least 1 video/week & 3 social media designs/day for company marketability.
- Mentored cohorts of 2 - 3 IT interns every 4 months in basic IT troubleshooting, social media design and LMS maintenance skills in addition to teaching essential communication skills.
- Composed major pieces of internal company documentation that the company still uses today.

## EDUCATION & TRAINING

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### Queensland University of Technology

2018 – 2021

**Bachelor of Information Technology (Distinction)** - Computer Science Major

GPA: 5.875

**Minors:** Engineering Foundations & Mobile App Development

**Social Clubs:** UQ Computing Society, CODE Network

## INTERESTS & SKILLS

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**Skills:** Documentation, written communication, incident management, systems diagramming, design

**Programming Languages & Technologies:** JavaScript, React, React Native, NodeJS, NextJS, TypeScript, SQL, HTML, CSS, C#, C

**Interests:** Hackathons, game jams, DDR, rhythm games

## PROJECTS

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### 2022 - Current    **Not a Key Logger (NAKL)**

TypeScript, NextJS & React Native

*Serverless peer-to-peer messaging and file transferring platform*

- A hackathon turned long-term project, creating a platform designed for two parties to exchange files & text messages through a serverless peer-to-peer connection.
- Leading the design, use-case diagramming and documentation related to the project.
- Self-managed project, using Trello Kanban board and a iterative weekly agile framework to ensure constant progression and reflection.

<https://github.com/ProPablo/nakl>

### 2021 - 2023    **Redland Museum Display and Information Guidance System (DIGS)**

TypeScript, React & React Native

*Continuation of the QUT Capstone Project outside of the scope of university work.*

- Finalised an ongoing project in 2 and a half years, rebuilding the 3 year old DIGS administrative portal and application with modern technologies and frameworks.
- Led the project as an acting project manager responsible for the delegation of tasks that aligned with project scope following an iterative development framework.
- Managed project expectations with the Project Owner via regular online meetings, email correspondence and onsite visits.
- Composed visualisations of technical system architecture and wrote significant client-facing documentation & reports.

### 2023    **keyDOTboard**

TypeScript, NextJS & Tauri

*An RFID card password manager*

- Made as a part of the 2023 Arduino Hackathon, with continued works for two weeks following the event to fully complete the project
- Uses a TailwindCSS & NextJS front-end to load binaries onto an ESP32/Arduino card reader back-end to handle password input and manage different RFID cards

<https://github.com/sh1ggy/keyDOTboard>

## REFERENCES

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### **Russell Dinte:**

*Project Manager & IT at Redland Museum*

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