



CONTACT DETAILS

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EDUCATION AND CERTIFICATIONS

2023/24
She Codes Plus Program
- She Codes Australia

2015
ICA50711 - Diploma of Software Development

ICA40511 - Certificate IV in Programming
- South Metropolitan TAFE

TECHNICAL EXPOSURE

- HTML/CSS
- Tailwind
- Figma
- Python
- Django/DRF
- Slack
- React
- Javascript
- GitHub
- DevOps
- SQL
- Visual Studio Code

SHANNON OLIVER

PROFESSIONAL SUMMARY

Looking to elevate your team with a dynamic and dedicated technical support professional?
Well, look no further!

With strong backgrounds in eLearning, ICT helpdesks, office administration, and customer service, I offer a combination of flexibility and adaptability in busy environments. My top-notch communication skills, precise attention to detail, and collaborative mindset make me an asset in any team setting.

Whether I'm solving problems, making customers happy, or finding ways to work smarter, I bring a high level of professionalism and enthusiasm to all that I do.

KEY ATTRIBUTES

System Expertise:

- Configure and test systems for seamless functionality.

Problem Solver:

- Proactively identify and resolve complex issues.

Training Enhancement:

- Develop resources for improved user experience.

Efficient Multitasker:

- Manage multiple responsibilities with efficient time management.

Tailored Communicator:

- Excellent communication skills, adapting to suit diverse audiences.

Continuous Improvement:

- Enthusiastic and eager to learn. Staying updated on industry trends.

INDUSTRY INTERESTS

Web Design | Wireframe Creation | Frontend coding | UX/UI

RECENT WORK HISTORY

Corporate Applications Analyst

Sep 2023 - Current

DTWD | West Perth, WA

- Provides technical support to all WA TAFE colleges.
- Effectively and efficiently implements sector academic systems.
- Identifies, investigates and reports bugs and monitors the resolution of these.
- Liaises with vendors to action urgent system issues for prompt resolutions.
- Conducts system configuration with testing and assists with script development.
- Develops and maintains effective resources and user manuals, and organises training to the users of these systems for additional support.

eLearning Support Officer

Apr 2023 - Sep 2023

South Metropolitan TAFE | Bentley, WA

- Supports staff with eLearning platforms and strategies through the helpdesk.
- Promptly troubleshoots queries via phone, MS Teams, emails, or face-to-face.
- Identifies the potential to create or enhance important resources like help sheets and video demonstrations for staff and students using eLearning systems.
- Develops and delivers a range of eLearning professional development training to staff face-to-face or online via MS Teams or Blackboard Collaborate.
- Collects, organises, and reports on data related to eLearning use within Blackboard, and custom applications within Dynamics 365.
- Assists staff with integrating third-party LTI platforms into Blackboard.
- Provides guidance to users needing to reset passwords and set up authenticator applications in order to access the academic systems.

Administration Officer

Jul 2022 - Apr 2023

South Metropolitan TAFE | Bentley, WA

- Monitor and action the activity of 4 shared helpdesk inboxes.
- Provides eLearning and Professional Development support to staff.
- Assists managers with external and internal communication and correspondence.
- Generates and provides various reports for multiple departments.
- Enters and maintains sensitive departmental records in the company database.
- Evaluates operational practices and identifies improvement opportunities.
- Coordinates room bookings and calendar appointments for frequent professional development events and meetings.

SUMMARY OF PREVIOUS WORK

Sports Administration and Installation Manager

Jan 2021 - Jul 2022

All Flags, Signs and Banners | Maddington, WA

Highlighted Skills

- **Team Management:** Led a team of 30, providing comprehensive training on policies and installation techniques, ensuring team competence and adherence to safety standards.
- **Event Coordination:** Strategically planned and executed signage installation and removal for major televised sporting events ensuring all tasks followed the itinerary.

Customer Service Consultant

Sep 2018 - Jan 2021

TNT Logistics (FedEx) | Welshpool, WA

Highlighted Skills

- **Conflict Resolution:** De-escalated conflicts, utilising empathy and effective communication strategies to transform dissatisfaction into positive outcomes.
- **Dynamic Enquiry Handling:** Managed a significant daily influx of inquiries with the ability to maintain high service quality under pressure.

Administration Residential Coordinator

Apr 2018 - Jan 2018

Herron Todd White | Subiaco, WA

Highlighted Skills

- **Team Mentorship:** Proposed actionable improvements for administrative processes and mentored colleagues, enhancing team efficiency.
- **Process Management:** Actively managed the lifecycle of property inspections, ensuring thorough attention to detail and high client satisfaction at every phase.

Party Store Associate

Oct 2015 - Apr 2018

Big W | Armadale, WA

Highlighted Skills

- **Customer Service Excellence:** Utilised extensive product knowledge to improve customer satisfaction, showcasing a strong commitment to meeting customer needs and resolving challenges.
- **Organisation and Efficiency:** Proved strong organisation skills by ensuring timely execution of event orders and efficient stock coordination, always meeting deadlines.