Sherry Chen

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CAREER PROFILE

I'm a creative person who enjoys learning and developing to seek IT position where I can use my knowledge and expertise in **Information Technology** to carry out various responsibilities in workplace. Highly motivated and knowledgeable with excellent IT skills having:

- **4 years' IT experience of software including Office 365, Window 10, IOS, SharePoint, VMware** etc.
- **Working experience of SA government to finance and Internet Service Providers across the Pacific.**
- Excellent **communication skills** developed via working experiences.
- Strong **customer service skills** and **problem-solving skills**.
- Quick learning with a great attention to detail as well as a 'can do' attitude.

CORE COMPETENCE

Research & Analysis	SharePoint Online	Power Platform
Teamwork	Window 10 system	Active Directory
Problem solving	IOS system	ReactJS
Azure DevOps	Microsoft Office 365	Advanced Excel

EDUCATION

Master of Information Technology   **Mar 2020 – Nov 2021**
Flinders University
- **Relevant Coursework:** Data science, Database Modelling and Knowledge Engineering, Operating System, Networks and Cybersecurity, Research Methods and Professional Skills, Software Engineering Principles
- **Achievement: High Distinction in Average / GPA:6.5**

Bachelor of Science in Hospitality Management   **Sep 2009 – Jun 2013**
FU JEN University TAIWAN

WORKING EXPERIENCE

APCD- SA Health   **June 2022 – Now**
IT Support Officer
- **Responsibilities:**
- Providing a high level of IT service to users for identify IT problems and deliver solve problems services to SA Health branch sites.
- Deliver Office 365 troubleshooting, both remote and onsite, especially focused on Outlook/ Exchange.
- Coordinating and providing systems and technical support, which includes analysing complex requirements for system improvements, creating integrated, fit-for-purpose technical application solutions.
- Organising and carrying out the evaluation, analysis, and implementation, review, and reporting of corrective action for priority issues and incidents within SA Health

SA PATHOLOGY   **Jul 2021 – Now**
Pre-analytical laboratory Assistant
- **Responsibilities:**
- Providing a high level of customer service and care to patients during duties in Phlebotomy, specimen collection, specimen management and/or administration including use of Laboratory Information Systems

- Managing specimens in the pre-analytical stage that ensures the delivery of quality samples for testing that leads to the timely diagnosis and treatment of patients
- Receiving, sorting, and performing preliminary preparation on specimens for analysis
- Ensuring that specimens are stored and transported under defined conditions

DING TAI INTERNATIONAL TRAVEL SERVICE   **Oct 2018 – Sep 2019**
IT support officer
- **Responsibilities:**
- Hardware Support. Break fix, installations, and coordination of moves and changes
- planning and undertaking scheduled maintenance upgrades
- installing and configuring computer hardware, software, systems such as Microsoft, networks, printers, scanners and more
- managing stocks of equipment, consumables, and other supplies
- set up new users' accounts and profiles and deal with password issues
- talk staff or clients through a series of actions, either face-to-face or over the phone, to help set up systems or resolve issues

LAND YOUNG FOODS CO LTD   **Aug 2013- Apr- 2017**
Full-stack software developer
- **Responsibilities:**
- Support to develop user interface with HTML, CSS, and JavaScript
- Collaborate with designers and application developers to develop customized websites.
- Utilizing languages to write web pages.
- Experience with frontend JavaScript frameworks, such as Vue, Angular and react.
- Troubleshoot and debug applications.
- Back-up and restore the website's files and data.
- Experience with PHP frameworks in backend development
- Knowledge of software version control methodologies as well as experience using Git
- Ensure that the projects run smoothly on all platforms like Windows, MacOS
- **Achievement:**
- Achieved English vision website, add new function, and update English main page.
- Achieved online shop website and increased the efficiency of website database

PROJECT EXPERIENCE

Develop A Mobile Application to Facilitate Gambling Addiction Recovery   **Nov. 2021**
Develop mobile application to assist patient to get rid of gambling addiction. This app is provided by professional, so patient will use app with professional intervention.
The process consisted of:
- The process follows to Hybrid Agile-Fall Model.
- Design Demo in **Xamarin**
- Using **Android studio** with **JAVA**
- Design user interface and implementation of user interface
- Design of management end with **Azura DevOps**
- Build web database, debugging, API and external testing
APP Video: https://drive.google.com/file/d/1IGIvbw-eO8HW-qzEQHrEBlZ_OGfl6Zvz/view?usp=drivesdk

ADDITIONAL INFORMATION

- Proficient speaker of **English,** Native **Chinese** speaker.

REFEREES

Contact details available upon request