

Sebastien Latouche

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Professional Profile

A highly motivated, confident individual with exceptional multi-tasking capabilities and able to work in a target driven environment. Hardworking with excellent interpersonal and managerial skills, who can work equally well alone or as part of a team. Can communicate effectively with people from diverse backgrounds and would be an asset to any employer who respects loyalty and responsibility.

Key Skills

- A good working knowledge of all levels of helpdesk support.
- Excellent telephone manner and customer service skills.
- Able to diplomatically manage customer's expectation.
- Experience of setting up and maintaining hardware and software systems.
- Ability to work shifts and weekends - occasional overtime / overnight.
- Having the ability to listen to, understand and defuse difficult situations.
- Good problem solving skills along with the ability to maintain calm under pressure.
- Proficiency in the troubleshooting and resolution of all client queries.
- Basic understanding of PC hardware set-up and configuration.
- A methodical and structured approach to problem solving.

Career Summary

April 2018 - present

**TECHNICAL SUPPORT SPECIALIST
(PERMANENT PART-TIME) CONCENTRIX
SERVICES Pty Ltd**

April 2017 - April 2018

**TECHNICAL SUPPORT SPECIALIST (FULL-TIME)
CONCENTRIX SERVICES Pty Ltd**

About company: - a branch in Brisbane of a large business services company, specialising in technical and IT support services.

- Build productive relationships, resolve complex issues and win customer's loyalty
- Provide a professional level assistance to customers
- Identify and access customer's needs to achieve satisfaction
- Follow communication procedures, guidelines and policies
- Handle complaints and provide solutions and alternatives within the time limits
- Meet personal and team targets

Key Achievements:

- Positive feedback from the customers for offering an excellent customer service
- Received acknowledgement from centre management for providing a high quality assistance

- On occasions given the responsibility of supervisor and coach for teams of newly recruited technical support employees.

February 2016 - April 2016 Web Developer (Free-lance)
AA Specialised Solutions
Brisbane

About company: Logan city based company, specialised in waterproofing and epoxy solutions

- Create a website part-time for their new agency with an overseas company
- Created the website content including design, graphics, links, forms ensuring cohesion, functionality and aesthetics
- Maintained and updated the website as new products were introduced
- Building rapport and genuinely understand the employee needs.

Key Achievements:

- Return business & Reference for my time working with them
- Positive feedback from the customers for offering an excellent customer service

October 2015- February 2016 C# Programmer / Game Developer (Free-Lance)
Humble Sage Games - Brisbane

Responsibilities:

- Plan and Develop a first person shooter game with the ability to be networked
- Employ a lobby system for players to connect to and set game setting
- Asset management and task allocation to members of the art and sound teams
- Design and implement basic health and damage systems along with perks and modifiers

Key Achievements:

- Lead position for the games' development
- Received reference for my time working there

May 2014- March 2015 WEB DEVELOPER/DESIGNER (PART-TIME)
Fair Winds (Industry Project)

About company: Byron Bay based IT company that specialises in building computer systems for yacht profiling and handicapping.

- Building PHP websites using PHP based frameworks.
- Planning and conducting cross-browser usability testing against W3C.
Testing and validating work produced as part of the development process.
- Developing advanced database driven websites & systems including ecommerce.
- Back end development and maintenance of websites using PHP and MySQL.
- Developing compatible User Interface functionality using jQuery & other libraries.
- Developing web sites using MySQL, PHP, ASP.NET & other programming tools.
- Working in a data analyst role and with business intelligence applications.
- Documenting features, technical specifications & infrastructure requirements.
- Working with a multi-disciplinary team to convert business needs into technical Specifications

April 2013 - May 2014

WEB DEVELOPER/CLIENT SUPPORT (PART-TIME)
AA Specialised Solutions

About company: Logan city based company, specialised in waterproofing and epoxy solutions

- Designed, developed and tested web applications for the business.
- Work efficiently and thrive in a team environment.
- Fixed bugs and resolved problems related to the online business.
- Providing technical support over the phone.

Education and Qualifications

Bachelors Degree of Information Technology (Informatics Major)

Griffith University, Nathan Campus

— Completed 2015

High School Certificate of Completion

Runcorn State High School

— Completed 2010

Certificate II in Business Communication Technology

Runcorn State High School

— Completed 2010

Certificate III of Information Technology

Axiom College

— Completed 2009

References

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