# Darren Small

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## Professional Summary

## Skills :

- Good communication & customer service relations.

- CRM software knowledge with MYOB & Salesforce.

- Internal company documentation with Microsoft Office , Teams, Atlassian, Notion.

- IT support knowledge with Microsoft, Printers, LAN etc.

- IT resolution / remote access control use with LogMeIn, VMware, TeamViewer & ScreenConnect.

- Local database environment Installation & query control with SQL Server.

- Project Management & Dev programs such as Atlassian/Jira, Confluence, Bitbucket / Source Tree , Visual studio , Jenkins.

- API query control with Swagger & Postman. Basic use of Mongo DB & AWS services.

- **Over 10 years of SaaS environment product experience .**

## WORK EXPERIENCE last 15 years

### Customer Service
**PersoCare Australia**      2005 – 2009

### Software Support & Customer Software Trainer.
**PractiCare Pty Ltd**      2009 – 2012

### Senior Software Support & Customer Software Trainer.
**PractiCare Pty Ltd**      2013 – 2015

### Software Support Manager.
**PractiCare Pty Ltd**      2015 – 2017

### Product Analyst & Development.
**myPak Solutions Pty Ltd**      2018 – 2020

### Product Owner.
**myPak Solutions Pty Ltd**      2020 – Currently.

**References :**      Upon request.