Edward Dougherty

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A technology fanatic with an ambition to work in IT, I am keen to work in a collaborative environment with a diverse team. I have a passion for creating innovative technological solutions that allow time saving in the future, which is a focus of mine in my personal life. I am also determined and agile in my approach to tasks, always looking for ways to develop my skillset shown by my commencement of a web development bootcamp.

EDUCATION

2018 – 2019
Diploma of Air Traffic Control, Airservices Australia

2013 – 2017
Bachelor of Aviation/ Bachelor of Commerce (Management), Swinburne University

2010
Certificate 3 in IT, Box Hill Institute of TAFE

PROFESSIONAL EXPERIENCE

August 2020 – current
Technical Support Specialist, TOPdesk Australia

TOPdesk is an Enterprise Service Management (ESM) software company, with 14 offices around the globe, and headquartered in the Netherlands.

- Supporting customers around the globe using TOPdesk ESM software as SaaS, Virtual Appliance (Linux - CentOS), and classic on-premises.
- Technical Support experience with tasks associated with level 2 and level 3 support; including troubleshooting, database administration, email, and configuration issues.
- Used skills in PowerShell, AD on-premises, Azure, FreeMarker (Java), utlising Rest API endpoints, and SQL to fulfill customers needs from the software and create connections.
  Utilised listening and user-friendly language to communicate with stakeholders to gain information which is vital to solving problems.
- Used and increased strong analytical and problem solving skills to provide quick resolutions to reduce interruptions.

November 2019 – May 2020
Simulator Support Officer, Airservices Australia

Airservices Australia provides and controls services to the Australian aviation industry, managing 11 percent of the worlds airspace.

- Used my initiative and organisational skills to ensure smooth and efficient operation of the simulator.
- Provided excellent customer service to both students and instructors to assist with customised requests.
- Utilised 'outside of the box' thinking to resolve issues which would arise when systems weren't working, this involved multi-tasking to ensure deadlines were met.

April 2018 – November 2019
Air Traffic Control Trainee, Airservices Australia

Airservices Australia provides and controls services to the Australian aviation industry, managing 11 percent of the worlds airspace.

- Developed prioritisation skills in a high stress environment.
- Familiarised with the workings of and technical rules behind Air Traffic Control
- Worked both autonomously and to support the team.
- Engaged with many types of stakeholders over many mediums.

February 2013 – March 2018
Food Services Assistant, Regis Aged Care

Regis Aged Care has many assisted living facilities and retirement villages across Australia, with its head office based in Melbourne.

- Building relationships with residents and visitors in the on-site café to ensure I provided enthusiastic customer service, suited to their personal needs.
- Worked in several diverse teams at different facilities developing my listening skills.

July 2010 – December 2010
Student, Lightmare Studios (formerly Valhalla Studios)

Lightmare Studios is an indie Australian video game development company, alongside Box Hill institute of TAFE provided training and work to achieve Certificate 3 in IT.

- Designing objects and characters in a 3D design program (Blender), this will be used in the making of Valhalla's games.
- Involved in a government funded program which gave students the opportunity to work for Lightmare studios while obtaining a Certificate 3 in IT.

COMMUNITY INVOLVEMENT

Current
Blood/plasma donation, Australian Red Cross Lifeblood

I started donating blood on and off, and am now a frequent plasma donator.

2010
Helpdesk, Camberwell High School.

During my 2010 school year I was asked to partake in a program to assist the school's helpdesk which fell in line with the introduction of netbooks for every school student.

- Volunteered my lunchtimes one a week to learn the basics of a helpdesk position.
- Day to day would be the task of resetting and reinstalling software on netbooks, and general technical assistance.

TECHNOLOGY SKILLS

Operating systems: Windows/ OS X, iOS/ Android, Linux.

Microsoft Suite and enterprise software, Python.

Computer hardware, software, network troubleshooting and A/V configuration.

Point of Sale (POS) software

HOBBIES

IT, Home Automation, Hiking, Camping, Aviation, Board games, Podcasts such as 'Stuff you should know' and browsing Reddit in particular 'camping' and 'technology'.

REFERENCES

Provided upon request