

TIMOTHY HOWARD

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🌐 <https://timothy-profile.web.app>

PERSONAL STATEMENT

Experienced Service Desk Agent with a demonstrated history of working in the higher education industry.

Skilled in Sales, Service Desk, Software Installation, Powershell, and Printer Support.

Strong support professional with a (Level 5)

Diploma in Information Technology Technical Support focused in Information Technology from Wintec - Waikato Institute of Technology.

WORK HISTORY

Waikato Institute of Technology

Hamilton, New Zealand

Apr 2018 - Apr 2018

● Events Assistant

Assisting or presenting events on behalf of multiple Wintec departments.

Waikato Institute of Technology

Hamilton, New Zealand

Jan 2017 - Present

● Service Desk Agent

Providing technical support to Wintec's internal customers.

- Provided customer support to staff and students via phone, email and face-to-face on the service desk. (approx 840 staff and 20,000 students).

- Assisted in the training of new staff on the service desk.

- Logging jobs, elevating tickets and resolving level 1 and 2 issues using Zendesk.

- Supporting staff experiencing issues with Windows, Office software, Outlook, Projectors, Mobile Phones, Company and BYO computers.

Bed Post

Hamilton, New Zealand

Jan 2016 - Dec 2016

● Delivery & Sales Person

Sales & Delivery

- In-store sales and product knowledge.

- Office work including invoicing and general phone support.

- Product delivery & setup on site / in-store.

QUALIFICATIONS

Waikato Institute of Technology

Hamilton, New Zealand
2018 - Present

● Bachelor of Applied Information Technology

Major: "Web Development"
Included Papers:

Year 01:

Information Technology Operations - Fundamentals of Programming and Problem Solving - Professional Practice - Business Systems Analysis and Design - Introduction to Networks - Operating Systems and Systems Support - Database Principles, Technical Support - Object Oriented Programming - Database Modelling and SQL - Mathematics for Information Technology

Year 02:

Interpersonal Communications - Data Visualization - Web Development - Cyber Security - Web Programming - The Web Environment

Year 03:

Human Computer Interaction - Mobile Applications Development - Web Applications Development - Business Essentials for IT Professionals / Project Management

Industry Placement/Internship

- Design Factory
- The GIG - Peer Tutoring Prototyping

Waikato Institute of Technology

Hamilton, New Zealand
2017 - 2018

● New Zealand Diploma in Information Technology & Technical Support (Level 5)

Waikato Institute of Technology

Hamilton, New Zealand
2016 - 2017

● New Zealand Certificate in Information Technology (Level 5)

Waikato Institute of Technology

Hamilton, New Zealand
2015 - 2016

● National Certificate in Computing (Level 3)

Saint Johns College

Hamilton, New Zealand
2015

● NCEA (Level 2)

TECHNICAL SKILLS

- Restricted Car Licence with 1R endorsements
- CE -Call Centre Support / Remote Support
- Problem analysis and troubleshooting.
- Active Directory -Powershell Interaction
- ReactJS, WebPack, Angular, PHP, HTML5- Web Frameworks
- Event Planning, Management
- Zendesk Support -Logging, Handling and Solving Cases.
- General Software Support Including: Adobe, Office365, Win & Mac and more.
- Employee Training
- VMware - Virtualization
- CSS, SASS, JSS - Style Scripting

INTERESTS

- Road Cycling
- Local Quiz Nights
- Web Applications & UI Design

REFEREES

Sanjay Weerasinghe

Manager Technology Services - Waikato Institute of Technology - ITS

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Stewart Hardie

Systems Engineer - Waikato Institute of Technology

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