

TIMOTHY HOWARD

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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 7) Bachelor of Applied Information Technology.

WORK HISTORY

Waikato Institute of Technology

Hamilton, New Zealand

Apr 2018 – Apr 2018

Waikato Institute of Technology

Hamilton, New Zealand

Jan 2017 – Present

Bed Post

Hamilton, New Zealand

Jan 2016 – Dec 2016

Events Assistant

Assisting or presenting events on behalf of multiple Wintec departments.

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.

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 –Wintec

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

NCEA (Level 2)

Hamilton, New Zealand

2015

TECHNICAL SKILLS

- Restricted Car License 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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