

Lydia Wallis

Software Support | Implementation | Training



PROFILE

Exceptionally committed to client relations and customer focused problem resolution, my professional "can do" attitude makes me particularly suited to support and service industries. I have a contagious enthusiasm for technology, together with a passion for building relationships and empowering others to reach their full potential.

EXPERIENCE

Support, Training & Implementation Consultant

Thinkproject | Sept 2016 - Mar 2021

- Provided level 1 and 2 support to over 80 local government authorities.
- Developed comprehensive training programs for a constantly evolving software platform.
- Delivered training in a webinar and classroom format.
- Created functional and technical application documentation.
- Worked closely with clients to improve and customise implementation.
- Collaborated with software development teams to identify bugs and suggest improvements.

Business Administration and Technical Support

Lucas Hospitality | Jun 2011- May 2016

- Facilitated the day to day operations of a thriving small business.
- Developed policy and procedure documentation to comply with industry legislation.
- Successfully implemented new technologies and business processes to streamline and automate procedure.
- Placed in a position of enormous trust with regards to finance and decision making.

Information Technology Support Technician

Trinity C.E V.A First School | Mar 2009- Feb 2010

- Administered and maintained MS server, network and workstations.
- Ensured effective operation of ICT and AV equipment.
- Supported teaching staff in the delivery of ICT based content.
- Provided staff development and training.
- Tested new software and advised on suitability, relevance and potential for effective teaching and learning.

EDUCATION

Bournemouth University, UK

BSc Hons Degree

Applied Psychology and Computing | Graduated 1996

VOLUNTARY

Chairwoman

Wimborne St Giles Preschool | Sep 2008 - Feb 2010

Awarded 'Outstanding' by OFSTED

PERSONAL INFO



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SKILLS SUMMARY

Written & Verbal Communication



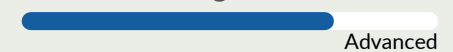
Staff and User Training



Process Improvement



Problem Management



Creative Problem Solving



Data Cleansing



Asset Management



SQL Scripting



Geographical Information Systems



SQL Database Administration

