

Zackary Direen

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Portfolio/Website: zackdireen.wixsite.com/main

Technical Consultant seeking full-time employment in a dynamic organisation

Software Skills:

Microsoft Word

Microsoft Excel

Microsoft Outlook

Firefox

Internet Explorer

A wide knowledge of Windows

Programming Experience in Visual Basic and Python

Intermediate Knowledge of HTML, C++, Unity/C# and Unreal Engine using Blueprints.

Practical Work Experience in SQL, Batch and Javascript.

KEY SKILLS

- | | | |
|---|--|-----------------------------------|
| ▪ Customer Service (phone and face-to-face) | ▪ Dispute resolution | ▪ Leadership skills |
| ▪ Problem solving | ▪ Data processing | ▪ C# Programming |
| ▪ Agile Software Development | ▪ Application maintenance | ▪ HTML/CSS Programming |
| ▪ Internal and External Documentation | ▪ Database Administration | ▪ Unreal/Unity Engine Development |
| ▪ C++ Programming | ▪ SSRS Report Creation and Maintenance | ▪ SQL Programming |
| ▪ Ticket Management | ▪ Dashboard Creation and Maintenance | ▪ SQL Database Management |
| ▪ Rapid knowledge development | ▪ Javascript Programming | |

EDUCATION

Bachelor of Games and Virtual Worlds Programming (BD-IT02)

AIE Watson/CIT Reid

Achieved 10th December 2019

Certificate 4 in Information Technology (ICT40115)

CIT Reid

Achieved 16th December 2016

Certificate 4 in Programming (ICT40515)

CIT Reid

Achieved 29th July 2016

Certificate 3 in Information, Digital Media and Technology (ICA30111)

CIT Reid

Achieved 17th July 2015

Completed Year 12

Yass High School

Achieved 2014

PERSONAL ATTRIBUTES

- ✓ **Effective Communication Skills:** Articulate communicator with appreciation for the different communication styles required when working with other team members or with customers.
- ✓ **Honest and Reliable:** Strong morals and ethics ensure honesty, reliability and ability to undertake tasks responsibly.
- ✓ **Flexible:** Understanding of the need to remain flexible to support last-minute demands and changes. Comfortable in changing environments and situations, ensuring ability to remain flexible and adaptable at all times.
- ✓ **Friendly:** A valuable team member that tries his best to ensure that everyone is happy and having a good time at work and will go out of his way to do jobs for others.

EMPLOYMENT

RLDatix

Junior Technical Consultant: December 7th 2020 - 31st August 2022
Technical Consultant: 31st August 2022 - Present

My current position in RLDatix requires me to work closely with our clients within Defence in order to assist in the sustainment of the 'MAPS' application suite, as well as the databases behind the application and dashboards used to show aggregate data in a user friendly and visually appealing way. This involves me using a wide variety of programming languages in order to fix tickets raised by customers based on individual elements within our application suite and managing my time spent against work items in accordance with sprint plans. I am required to also be able to provide internal documentation on any work item's that I have made effort towards as well as external documentation for both the sustainment team and clients. This position also requires me to maintain confidentiality of personal information, holding currently a NV1 clearance, with me being in the process of retrieving an NV2 clearance. This position requires me to perform daily tasks as part of the environment sanity checks, requiring me to raise tickets and communicate with other teams if issues occur during these checks. I am also required to communicate with customers in order to confirm requirements for new functionality based on their needs. Finally, I am required as a part of my role to communicate with my manager on a regular basis on work completed and any issues I am encountering.

McDonalds Yass

Crew: September 11th 2016 - 5th of August 2018
Crew Trainer: 6th August 2018 - November 14th 2020

My position at McDonalds was as a crew member, with being trained as a part of the kitchen crew, as well as the front counter crew, while also being currently trained as a part of the cafe crew. This position required me to work with a team in order to make and serve food, as well as be able to serve customers in a professional matter and to be able to deal with customer questions and with customer complaints in a helpful and kind manner. I was also trained in proper Occupational Health and Safety procedures in my store, As well as be able to push whatever team I am working in to perform to the best of their abilities. I also must be able to perform in multiple areas over the course of a shift, being able to jump from the kitchen, to the front counter, to cafe and even out in the dining room. I was also promoted to a crew trainer position, this position is responsible for assisting management in the training of new crew and upholding the McDonalds values and quality in order to help make management jobs easier.

Subway Yass

Sandwich Hand: October 1st 2013 - October 13th 2016

My position at Subway was an In Charge position. This position required me to be able to serve customers in a kind and professional manner as well as being able to sort out any customer issues quickly to ensure the satisfaction of the customer. As well as this, I was trusted with the keys to the store and the money of the store, as well as being able to be a leader in charge of younger staff. I was also required to be able to prep food items in a sanitary manner and be able to clean the store as well.

PROFESSIONAL REFEREES

Stacey Alcorn

Former Store Manager
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Morgan Medway

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Marcus Ing

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Tony Oakden

Tutor and Mentor at Academy of Interactive Entertainment
Former producer on Bioshock for 2K Australia
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