

SUMMARY OF QUALIFICATIONS

I am an experienced IT professional with expertise in system support and system optimization. Proven ability to manage complex system integrations, troubleshoot technical issues, and deliver process improvements. Skilled in collaborating with cross-functional teams and translating business needs into effective system solutions while maintaining a focus on security and continuous improvement.

EDUCATION

Technical Further Education (TAFE NSW)	Wollongong, NSW
Certificate III In Information Technology Networking	Dec 2019
Certificate IV In Information Technology System Administration	Nov 2022
Diploma In Information Technology (General IT)	Sep 2023
Microsoft Certified: Azure Fundamentals	Apr 2025

RELEVANT COURSEWORK

Database Design and Management, Programming and Development, Web Application Development, Networking Essentials, Virtualization and Cloud Computing, IT Support and Troubleshooting, Cybersecurity Principles, System Analysis and Design, IT Project Management, Agile Methodologies.

TECHNICAL SKILLS

- **Identity Access Management (IAM):** User authentication, Azure Identity, Microsoft 365 Security, Active Directory,
- **Database Management:** SQL Server, MySQL, database optimization and indexing strategies.
- **System Integrations:** API integrations, system interoperability, data flow management.
- **Cloud & Infrastructure:** Microsoft 365, Azure, hybrid cloud management.
- **Programming & Automation:** PowerShell scripting, C#, JavaScript (ReactJs), IIS
- **Tools & Platforms:** Jira, Confluence, SharePoint, Office 365, Azure.
- **Documentation:** Technical documentation, process flow diagrams, user guides.

RELEVANT EXPERIENCE

Big Fat Smile	NSW, Australia
Digital Solutions & Resources Officer	March 2025 – Present

- **Responding** to IT enquiries with a focus on customer service and technical accuracy
- **Diagnosing and resolving** issues across software, hardware, networks, and peripherals
- **Monitoring** systems daily to ensure consistent performance and uptime
- **Administering** user authentication systems, managing hardware inventories, and supporting network infrastructure
- **Performing** routine security patching and asset management
- **Supporting and managing** mobile devices
- **Actively** contributing to innovation and process improvement aligned with the mission and values of Big Fat Smile

WIN Television	NSW, Australia
System Support Technician	December 2022 – Present

- **Delivered** end-to-end technical support for core systems, including identity access management and system integrations.
- **Administered** Azure Identity and Microsoft 365 environments, ensuring secure user authentication and access control policies.
- **Developed and deployed** a Real-Time Slot Availability Viewer using C# and SQL Server, replacing a manual booking process and reducing wait times from 1 hour to live updates, improving user satisfaction and operational efficiency.
- **Collaborated** with cross-functional teams to resolve complex system issues, reducing downtime by 30%.
- **Managed** database optimization projects, implementing indexing strategies that improved query performance by 25%.
- **Created** detailed technical documentation and process guides to streamline IT operations.

Snack	NSW, Australia
Web Developer	Jan 2024 – Aug 2024

- **Refactored** the Snack.ph codebase to separate front-end and back-end functionalities for better scalability and maintainability.
- **Built** front-end features using Next.js, which are actively used in production.
- **Rewrote** and tested backend APIs using Express.js, improving reliability and performance.
- **Assisted** in deploying the platform from DigitalOcean to Google Cloud Platform (GCP).

- **Delivered prompt and effective** support to over 100 users in both in-person and remote environments, achieving a 95% satisfaction rate and reducing average resolution time by 25%.
- **Installed and configured Windows OS** across 100+ devices, ensuring seamless functionality, minimal downtime, and optimized system performance.
- **Prepared and optimized classroom devices**, improving setup processes and reducing classroom preparation time by 15%, enabling smoother operations.
- **Efficiently managed and resolved** over 200 support tickets using ticketing software, consistently meeting response time targets and maintaining a 100% issue resolution rate within one business day.

Key Projects & Achievements

Real-Time Slot Availability Viewer (WIN Television)

- Developed a C# and SQL Server-based tool providing real-time visibility for booking availability, reducing wait times from 1 hour to live updates.
- Integrated the viewer with existing systems and optimized database performance using indexing strategies.
- Improved operational efficiency and user satisfaction by eliminating manual booking checks.

Database Performance Optimization

- Enhanced SQL database efficiency by implementing indexing strategies, improving query performance by 25% and reducing reporting delays.

Process Documentation Overhaul

- Created standardized technical documentation and IT guides, reducing repeat support requests by 20% and improving team efficiency.