

Career Objective

Conscientious, quick-learning IT all-rounder that's driven to create excellent outcomes and provide outstanding customer service. Seeking to apply my experience in IT support environments, system and data analysis, network management and people management to solve challenging issues and help your company retain a good reputation with it's clients. Recently obtained a clear Working with Children's Check and National Police check.

Skills

- Triage and support tickets resolution. Experience with JIRA, Freshdesk, Zendesk
 - Experience supporting mobile devices (Android and iPhone)
 - Excellent computer literacy and problem solving skills
 - Compassionate attitude during phone and email-based communication
 - Scripting / Automation of boring, repetitive tasks
 - Takes initiative when tackling unknown issues
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Experience

Real Life Assistants

Apr 2020 - Present

IT Manager

- Provide IT support to employees and participants
 - Gathering requirements and designing NDIS provider system
 - Setup and maintain communications systems
 - Facebook workplace
 - Office 365
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IT Illawarra

Sep 2019 - Present

Director

- Provide IT support to multiple NDIS providers
 - Setup and maintain Office 365 environments
 - Employees onboarding
 - Windows 10 environments
 - Network setup and device maintenance
 - Provide training on new processes and technology
 - Construct system to convert casenotes into timesheets and invoices
 - Design, develop and host websites (blogs, content management systems)
 - Business Analysis and Consultation
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Dairy Farmers

2017 - 2019

Delivery Driver

- Delivered milk and dairy products to a variety of customers
 - Processed orders via fax and voice messages into SuperVend system
 - Managed and coordinated drivers to ensure efficient allocation of time
 - Developed computer system to aid printing dockets and the picking and packing process
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Propel Technologies

2016 - 2017

Jacob Mulquin
jacob@mulquin.com
0490 542 717

IT Support Engineer

- Desktop and server support; Windows DNS/DHCP/AD/Hyper-V.; Linux
 - Developed a production-line system: Included a JSON API, mobile interfaces, TV dashboards and reports for management. The system interfaced with multiple RDBMSs and cloud-based APIs including an interface with the client's accounting package. The system provided customisable email reports.
 - Liaised with stakeholders to organise and run meetings -- Take minutes. Engage with clients to agree upon business requirements and roadmap for the project.
 - Office 365 administration; Basic powershell integration. C.R.U.D.-level support.
 - Migrated several Windows 2003 whiteboxes to virtualised Windows 2012R2.
 - Phased-in common-sense approaches to hostname organisation, IP allocation and encouraged that standards are kept by everyone.
 - Implemented the foundations to a multi-tenant monitoring system using zabbix and slack.
 - Created a basic USB toolkit for "free site assessments", including monitoring tools, recovery tools, etc.
 - Implemented custom printing queues to minimise employee movement wastage.
 - Implemented cloud JIRA including custom email rules for rudimentary ticket triage inside multi-tenant environment.
 - Deployed a document-base (Confluence) for common issues and useful information for other employees. Network maps and naming conventions. Created an inventory database of commodity & consumable products. Documented purchase process from numerous vendors.
 - Assisted deployment of wired and wireless network gear; Unify and Cisco products. Set up site-to-site VPNs.
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iTree Pty Ltd

2014 - 2015

Business Analyst

- Vendor support contracts with government organisations; Roads & Maritime Service, Office of Transport Security; Data systems: Heavy Vehicle Checking Stations, VRMIS, exposure to SAFE-T-CAM.
 - Assisted L3 support staff with data analysis and making information presentable.
 - Performed test/audit of user interface for flagship product.
 - Gathered and assisted clients determine requirements.
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Barney's Fine Wine & Ales

2008 - 2015

Cellarbrations Rosebery/Alexandria

Cellarbrations Heathcote

Liquor Storeman, Store Manager

- Sunset Cellarbrations Heathcote, temporary store manager liaising with liquidators Grant Thornton. Managed to turn a modest profit.
 - Delivered to venues including St Mary's Cathedral. Handled payments and receipts.
 - Handled orders, delivery, till and physical security of locations.
 - Worked promotions with sales reps from Alcohol companies.
 - Built great relationships with regular customers.
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Jacob Mulquin
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Education & Qualifications

Bachelor Information Technology (Web Design & Development)	University of Wollongong	2014
Certificate III of Warehousing Technology	Kirana Training	2016
LF Forklift License	BBT Training	2016
MR Driver's License	BBT Training	2016
Provide First Aid	TAFE Illawarra	2016
HSC	Smith's Hill High School	2006

Referees

Stuart Brown
Dairy Farmers

Steve Ackermann
iTree Pty Ltd

Justine Leonard
Real Life Assistants

Numbers available on request

Hobbies

The Quantified
Self

Ten-pin
Bowling

Spicy
Snackfoods

Creating
electronic music

Weightlifting

Beer

Rollercoasters
