

Curriculum Vitae Simon

For further information please contact Jude – Employment Co-ordinator
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Career Objective

I am **seeking a position within the IT industry** where I can apply **my proven skills and over 9 years of practical experience in;**

- **Technical service and support** for desktops, workstations, hardware and software
- **Network infrastructure, design, implementation and administration**
- **Technical IT sales and customer sales / support**
- **Fault diagnosis, testing and repair**

Employment History

February 2004 – May 2009

Computer Dynamics Limited

Address 10b Moncur Place, Middleton, Christchurch
Telephone (03) 338 5520
Employer Contact Peter Rakich - Managing Director
Job Role Sales Representative, Admin RMA, IT Admin
Reason for leaving Company restructuring

Key tasks;

- Technical IT sales and service (Counter, Phone and Email)
- Pre and after sales support and service
- Technical fault management, analysis and resolution of all faulty products returned
- Administration and management of all products returned for credit
- Workstation builds, Workstation repairs and network management
- Management of archiving all office documentation

April 2002 – February 2004

MoreNet Limited / Net Tel Communications

Address 3 Railway Street, Newmarket, Auckland
Telephone (09) 571 0900
Employer Contact Nathan Lawrence – Managing Director
Job Role Senior ISP Technical Support, Inbound Call Centre
Reason for leaving Personal wish to relocate back to Christchurch

Key tasks;

- Tier 1, 2 and 3 level phone based internet service provider technical support
- Inbound call centre customer services representative for toll-call service provider
- Email technical support queries support
- Toll call activations management
- Website content development
- Workstation builds and repairs

March 2002 – April 2002

Telstra Clear Limited

Address 29 Shortland Street, CBD, Auckland
Telephone (09) 303 4455
Employer Contact Nadia Brooking (Madison Recruitment)
Job Role ISP Technical Support, Inbound Call Centre
Reason for leaving Temporary contract while company restructured

Key tasks;

- Tier 1 level phone based internet service provider technical support

February 2002 – March 2002 Call Plus Limited

Address Level 17, ASB Tower, 135 Albert Street, Auckland
Telephone (09) 377 4774
Employer Contact David Harwood
Job Role CSR, ISP Technical Support, Inbound Call Centre
Reason for leaving Temporary contract only

Key tasks;

- Tier 1 level phone based internet service provider technical support
- Inbound call centre customer services representative for toll-call service provider

August 2000 – March 2003 Protonic Tech Support

Address <http://www.protonic.com>
Employer Contact Emile Exelrad
Job Role Technical Support
Reason for leaving Volunteer based

Key tasks;

- Volunteer based technical support (web based), focusing on support tickets based on networking, hardware and software.

Qualifications and Education

2004 CompTIA Network plus (Net+)

2000 – 2001 Cisco Certified Network Associate - CCNA 640.507
Graduate of the Cisco Networking Academy Program - CNAP Version 2
Partial Accreditation towards the NZQA Diploma in Computer Networking

1998 NZQA Certificate in Computing, Level 3
National Certification in Computing

1994 – 1996 **Catholic Cathedral College, Christchurch**
Higher School Certificate (1996)
Sixth Form Certificate (1995)
Fifth Form School Certificate (1994)