

Curriculum Vitae

Career Objective

I am seeking to obtain a challenging long-term position with a company that requires the services of a motivated young man with extensive experience in Information Technology and other areas in business, including Management, Sales delivery, document production and administrative duties.

To apply my knowledge in any business area would provide me with the reward and satisfaction I seek in my career whilst providing my employer with someone who is focussed and committed to the delivery of optimum service and results.

I thrive on the challenge of achievement, creating more value to a company, setting myself high personal goals and applying myself 100% to whatever tasks I undertake. I am therefore prepared to go the extra distance, when necessary, to achieve my objective.

I have no circumstances that would inhibit my commitment to my employer, work well under pressure and am no stranger to hard work or irregular hours.

John Doe

Address:

**22 ABC Street
Brisbane, QLD 4000**

Telephone:

07 8 222 2222

E-mail: firstandlastname@abcdefg.com

Qualifications**Bachelor of Science Degree**

Major: Aerospace Administration

Minor: Computer Information Systems

Graduated: May 1997**Army Leadership Development Course****Graduated: July 1992****Microsoft Certified Professional Windows XP****Passed Exam: Feb 2005****Areas of Knowledge****Software**

- Windows NT, ME, 2000, XP 98, 95, 2000/NT
- DOS, Norton Antivirus, Novell Netware 5.0
- Wingate, Symantec Ghost
- MS Office, Net Meeting, PC Anywhere, Visio Pro
- Internet Browsers, Email Clients
- Terminal Services, NetMeeting, VNC

Hardware

- Dell and Compaq Desktop
- Turnstone CX 100
- WAN/VPN, LAN
- Frame Relay, ATM
- Ascend Terminal Servers
- Routers / Cisco, SMC, Netgear, Netcomm, DLink
- IP Based VPN, IPX, TCP/IP Routing
- Lucent Stingers

Telecomm

- T-1/E-1
- ISDN
- XDSL/ADSL, SDSL, &HDSL

Personal Attributes

- The ability to communicate and lead well at all levels
- A strong work ethic, punctual and loyal at all times
- Self-motivated, innovative and resourceful
- The drive, determination and enthusiasm to achieve all professional and personal goals
- Flexible and adaptable with regards to work requirements
- A proven ability to quickly learn new skills and adapt to new environments
- A "whatever it takes" attitude to achieving goals within an organization

Employment History

Jan 2002 – Present

Account Manager

ABCDEFG Company
Brisbane, Queensland

Key Responsibilities: -

- Maintaining customer relationships of customers
- Selling Galileo software and hardware solutions to customers
- Consult with clients on their network systems

Technical Sales Executive

ABCDEFG Company
Perth, Western Australia

Key Responsibilities: -

- Maintaining customer relationships
- Managing Customer and Galileo equipment installations
- Selling Galileo solutions to customers on technical platforms
- Selling various technical solutions for customer networks
- WAN/LAN Administration of WA office and Customer sites
- Troubleshooting customer/office network problems
- Consultation with clients and Network Engineer's on their network systems
- Assisting the development of Galileo customer platforms
- Designed remote support for Galileo Australia/NZ; sold the solution to the company Senior Management Team
- Assisting Customer Service Executives on technical issues and training of technical knowledge

Sept 2001 – Jan 2002

Went on an extended holiday to travel

March 2001 – Sept 2001

Sales Representative/Customer Service Officer

ISBC.net
Perth, Western Australia

Key Responsibilities: -

- Extensive telephone customer liaison including cold calling
- Follow up of sales for Internet Service Provider needs
- Consult with clients on their network systems
- Networking to generate and develop new business clients and vendors
- Provision of technical support for Sales Group
- Assist in technical training of sales staff

Employment History Cont...

Jan 2000 – March 2001

Desktop Support Specialist
Network Engineer
Sales Engineer/Pre-Sales Representative

Bluestar Voice
Brisbane, Queensland

Initially commencing on contract with CPI my responsibilities included: -

- Desktop Support
- Installing software
- Troubleshooting network connections
- Imaging PC's
- Inventory

Replacing hardware components

I was then approached by Bluestar Voice to undertake the role of Level 1 Technician in the Network Operation Centre, where my responsibilities included: -

- Taking LEC (Local Exchange Carrier) calls and troubleshooting the telecom circuits that were accepted using a Turnstone machine

Promoted to Network Associate Engineer – Level 2, where my responsibilities included: -

- Troubleshooting of: -
 - Ascend Routers
 - Terminal Servers
 - DSL Connections for T-1 SDSL & ADSL

Promoted to RPN (Real Private Network) responsible for: -

- Building the configurations on: -
 - Ascend Routers and Terminal Servers
 - Lucent Stingers switches
 - CBX 500 switches for IP based VPN connections
 - Built Permanent Virtual Circuits on Lucent TNTs and Stingers
- Troubleshooting any connection problems
- Training of new and existing staff on: -
 - Networking Basics
 - IP Addressing and Routing

Transferred to the role of Sales Engineer, responsible for: -

- Consult with clients on their network systems
- Provide technical assistance to sales team
- Sold Bluestar technical solutions to Directors and Network Engineer's

March 1999 – Jan 2000

Software Support Specialist/Email Support

Computer Professional
Sydney, New South Wales

On Contract with CPI working at Columbia Health Association

Key Responsibilities: -

- ❑ Telephone support on Barr Software for Y2K purposes
- ❑ Troubleshooting of the Barr Servers
- ❑ Configuration and support in the e-mail group
- ❑ Setting up of exchange accounts for the Y2K centres in each HCA hospital
- ❑ General troubleshooting of Outlook 98 problems

Oct 1998 – March 1999

Internet Technical Support Specialist

VailSpace
Vail, Colorado

Key Responsibilities: -

- ❑ Troubleshooting of customer web pages and e-mail problems
- ❑ Various hardware and software support issues the majority by telephone, but in extreme cases face-to-face

Nov 1997 – Oct 1998

Internet Technical Support Specialist

Verbeach
Dallas, Texas

Key Responsibilities: -

- ❑ Received initially training at Verio in relation to the provision of specialist technical support
- ❑ Working in the Call Centre, which received approximately 5,000 calls per day
- ❑ Dealing with 30 Internet Service Providers I obtained a thorough understanding of their different infrastructures.

Other roles

Aug 1994 – Dec 1995

Norths Rugby Football Club

- ❑ Vice-captain

Awards and Recognition

Dec 2002

ABCDEFG Company Above and Beyond Award

June 2001

ISBC.net Salesman of the Month Award

Interests and Recreation

I am actively involved in Rugby and have played for: -

- Nashville Kangaroos Australian Rules Football Club
- Dallas Harlequins Rugby Football Club
- ABC Rugby Football Club
- North Beach Rugby League Football Club

I also enjoy: -

- Socialising and Entertaining
- Weight Lifting and Boxing
- Camping

References Available on Request