



## Professional Experience

### ICT Engineer | Cromarty

 Sep 2012 – May 2016


- Provided IT support for ninety staff across five company offices.
- Designed and implemented IT solutions including, VPNs, WiFi networks, backup systems, and remote networking.
- Worked with clients such as Tas Dairy and Tas Mines to optimize technology use.

### Computer Support Officer | Masonic Care

 Jul 2017 – Mar 2018


- Managed IT infrastructure for three nursing homes, supporting three hundred staff members.
- Provided help-desk assistance and trained staff in dementia therapy technology.

### Computer Technician | Ignite

 Aug 2018 – Feb 2020

- Provided troubleshooting, maintenance, and technical support for business equipment and networks.
- Diagnosed and resolved software and hardware issues for clients in the Launceston area.

### Network Engineer | IRIS Computing

 Jul 2016 – Mar 2017

- Worked in a small team supporting the IT infrastructure for businesses around Launceston.

---

## Education & Certifications

### Bachelor of Computing – University of Tasmania, 2012

- Dean's Roll of Excellence (2011, 2012)
- Summer research scholarship in microcontroller-based systems (2011)

### Certificate III in Information Technology – NDA Computing, 2006