Jordan Nash

IT Support Officer

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- LayersOfAbstraction

SKILLS

Ability to Work in a Team

Adaptability

Ability to Work Under Pressure

Effective Time Management

Stellar Computer Skills

Windows Server 2012 VDI

Service Now

Azure Active Directory

SQL Server

Ability to work back to back calls

Office 365

SolarWinds

INTERESTS

Programming

Skating

Hiking (when it's not humid)

Gaming

Reading

Seasoned IT support specialist doing customer service, solving numerous, landline, NBN and software faults. 100% first-call resolution, 0% transfers. Reflective listening, amazing communication, and documentation.
Always cyber security aware.

WORK EXPERIENCE

Data#3 (May 2023 - Sep 2023)
Customer Support Representative

- Learned quickly to the amazement of the Managed Service Provider, processing sales orders through Microsoft Dynamics during the first week.
- Improved basic internal cyber security awareness to prevent inside threats from corporate espionage, and foreign nation-state actors.
- Navigated through 3 different shared inboxes to help mitigate workload across various department sections.

Tech Mahindra (Feb 2023 - May 2023)
Customer Service Associate

- Reduced Average Handling Time from 3000 seconds to under 1500.
- 10 out of 10 ratings in numerous customer surveys,
- Received a First-Call Resolution award due to the effort I put into resolving the customer's problem to prevent recall.

Probe Group (Sep 2021 - Aug 2022)
Customer Solutions Specialist

- Listened to floor support's criticism of Sharepoint pages, coached information on improving it, and implemented suggestions that were approved by the Australian Taxation Office's documentation change team.
- Entered individuals into an agreeable payment plan. Thoroughly covered proof of identity before discussing anything on their account.
- Reflectively listened and took extensive notes, especially when working with individuals from vulnerable backgrounds including Torres Strait Islanders, and people with disability so the next operator does not struggle as much to understand their requests.

Support Worker (Jun 2020 - Jun 2021)
Way Future Support Services and Community Support

- Connected client to group activities outside his home.
- Completed Dementia Training Australia Certificate.
- Signed off on a companion card for the client to attend more venues and enjoy more enrichment.

EDUCATION

TAFE Queensland Brisbane
Diploma of Software Development
Certification link

TAFE Brisbane Queensland   (Jan 2017 - Dec 2016)
Certificate 3 Individual Support
Certification link

CERTIFICATIONS

Security Champion | Advanced   (Jul 2022)
Telstra
Certification link

AZ-104: Manage identities and governance in Azure   (Nov 2023)
Microsoft Learn (Trophy)
Certification link

PROJECTS

Undercover multipurpose recreation area

- Published **video** about the idea.
- Got on the front page of the Southern Star about idea **implementation idea**.
- Got petition published on **Brisbane City Council website** with help from Ben Strickland and made **brochure** about the idea.

Pitcher - Bug logger software
Source code on Github.

- Implement 3rd party login service Auth0 rather than creating login system from scratch.
- Successfully Logged bugs found in the software as problem tickets in the backend project database.
- Transformed solved bug logs into technical HOW-TO blogs in my portfolio
- Hosted database in Docker container

DataTables Editor with C#, SQL Server and ASP.NET 6 MVC
Full stack ASP.NET demo

- I featured on the **BrisJS group** a prototype I have on Github to allow for advanced front-end table sorting, searching and paging in DataTables with Editor server-side libraries. \n- Used my own blog hosted from Github Pages as a script to read from during the live stream.\n\n- Released a **complete sample application** from the blog.