

Daniel Hunter

A: Lesmurdie, WA, 6076 | M: 0478 559 701 | E: daniel@hhchunter.com

Information Technology Professional

Qualified IT Support person with 9 years' experience in IT and Customer Service across private and public sectors. Effectively combining strong technical, problem solving and a customer first approach to all interactions is a friendly and efficient employee. Having developed excellent interpersonal skills, as well as the ability to communicate professionally, enjoys being part of a successful and productive team.

KEY QUALIFICATIONS

- Diploma in Information Technology, Polytechnic West, WA - 2017
 - Certificate IV in Computer Systems Technology, Polytechnic West, WA- 2016
 - Certificate IV in Information Technology, Polytechnic West, WA - 2016
 - Certificate II in Electrotechnology, Polytechnic West, WA - 2013
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TICKETS, TRAINING AND LICENCES

- WA Driver's Licence
 - Construction Industry White Card
 - Trend Micro Hosted Email Security Training
 - Huawei Network Training (Pre-HCNA)
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TECHNOLOGY SNAPSHOT

- Server 2012 & R2, 2016 & 2019
 - Microsoft 365 / Teams / SharePoint
 - Azure AD
 - Intune
 - Exchange / Active Directory
 - DNS / DHCP
 - Windows (7, 8, 10)
 - Hyper-V / VMWare
 - ShadowProect
 - Web Development & Design (HTML, JS & CSS)
 - Autodesk (3DS MAX, Maya, Fusion 360)
 - Adobe Creative Cloud
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EMPLOYMENT SUMMARY SNAPSHOT

2019 – 2020	Systems Administration (Promotion) – CorpCloud, Perth CBD, WA
2019 – 2020	Service Desk Engineer – CorpCloud, Perth CBD, WA
2019 – 2019	Service Desk Engineer / On Site Engineer – Newtrend IT, Kewdale, WA
2017 – 2019	Service Desk Engineer – R-Group International, Bentley, WA
2012 – 2012	IT Support – Shire of Kalamunda, Kalamunda, WA
2012 – 2012	IT Support / Aged Care Support – City of Canning, Cannington, WA
2013 – 2013	Electrical Pre-Apprenticeship Trainee – Preston Electrical, Wattle Grove, WA

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WORK EXPERIENCE

CORPCLOUD, PERTH CBD, WA

Systems Administration (Promotion)

Sep 2019 - Current

Roles & Responsibilities:

- Cisco Unity Communications Manager / Cisco Unity Connection Administration.
- Assist Networks Team with Cutovers & Outages.
- Support Backups & Server Administration.
- Support in-house developed unified communications platform "CloudSys" (Asterisk fork).
- Recommend projects to Project Team Leader (IE Server decommissions or migrations)

Achievements:

- ✓ Created substantial documentation on in-house & 3rd party vendor products.
 - ✓ Assisted with various networks deployments (Projects).
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CORPCLOUD, PERTH CBD, WA

Service Desk Engineer

Sep 2019 - Dec 2019

Roles & Responsibilities:

- Level 2/1 remote support for Managed Services Clients.
- Manage time entries & tickets effectively through AutoTask.
- Microsoft Teams deployments.
- Support "Device as a Service" solution via Intune (iOS & Microsoft Surface devices).

Achievements:

- ✓ Migrated client's devices to Azure AD from On-Prem AD.
 - ✓ Saved clients' money by successfully reviewing their 365 licensing around mailboxes, and converting them to shared mailboxes, thus improving workflow / collaboration.
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NEWTREND IT, KEWDALE, WA

Service Desk Engineer / On Site Engineer

Apr 2019 - Sept 2019

Roles & Responsibilities:

- Remote support for Managed Services Clients.
- Fortnightly scheduled SLA On-Site visits to Clients.
- Resolve On-site Escalations put through by Service Desk Team.
- Ensure On-Site Documentation of systems deployed for Clients.
- Manage time entries & tickets effectively through ConnectWise.

Achievements:

- ✓ Migrated clients on-premises Exchange Servers to Office365.
 - ✓ Deployed Various NBN cut-over's with 4G failovers
 - ✓ Recovered Various clients Servers after Hardware failures.
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R-GROUP INTERNATIONAL, BENTLEY, WA

Service Desk Engineer

Feb 2017 - Apr 2019

Roles & Responsibilities:

- Remote support for Managed Services clients.
- Routine remote Server maintenance for Managed Services Clients.
- Recommendations to sales teams to fit client's needs.
- Ensuring proper recording of information through formal use of documentation.
- Manage tickets through ConnectWise & Microsoft Dynamics 365.

Achievements:

- ✓ On-site project deployment of WAN networks.
 - FMG Hamilton
 - FMG Dally
- ✓ Recommended & implemented changes such as Office365 migrations, & Environment upgrades.
- ✓ Resolved support tickets with minimal need for escalation in a timely manner according to SLA's.

SHIRE OF KALAMUNDA, KALAMUNDA, WA

IT Support

Feb 2012 - Apr 2012

Roles & Responsibilities:

- Provide first level contact and support for co-worker's issues.
- Walking co-worker's through problem solving processes & following up through to issue resolution.
- Travelling to offsite locations to give face-to-face support.
- Ensuring proper recording through documentation closure.
- Recommend procedure modifications and improvements.
- Repair IT related faults and queries, removed sensitive data, refurbished computer systems and used and maintained AV/IP Systems.
- Delivered outstanding help desk support.

Achievements:

- ✓ Commended for diligence, punctuality and keen interest.
- ✓ Recommended various time saving improvements for co-workers leading to enhanced company productivity.
- ✓ Resolved support tickets with minimal need for escalation.
- ✓ Refurbished computers and removed sensitive data for asset resale & recovery.

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CITY OF CANNING, CANNINGTON, WA

IT Support / Aged Care Support

Jun 2012 - Sep 2012

Roles & Responsibilities:

- Provided Aged Care & IT support for co-worker and clients.
- Installing and configuring computer hardware, operating systems and applications.
- Talking and assisting co-workers or clients to personally resolve IT issues.
- Troubleshooting systems and diagnosing problems to be resolved.
- Contributing support and documentation to help resolve issues.
- Assisting elderly clients with patience.

Achievements:

- ✓ Maintained a high level of positive client feedback
 - ✓ Successfully leveraged IT knowledge and experience to minimise impact of daily Roles & Responsibilities for other staff when deploying solutions.
 - ✓ Developed good relationships with clients and co-workers, which they could rely on for on time and well explained support.
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PRESTON ELECTRICAL, WATTLE GROVE, WA

Pre-Apprenticeship Trainee

Mar 2013 - Mar 2013

Roles & Responsibilities:

- Installed, maintained, repaired, and tested various electrical equipment build for industrial, commercial and domestic purposes such as lights, sockets and data cabling. Reading, interpreting, and executing electrical circuitry blueprints, and electrical code specifications.
- Regular maintenance of electrical systems & devices.
- Testing & Tagging in compliance with ESR (2013)
- Assisting with OHS and QA documents & maintaining documents of previous electrical work.

Achievements:

- ✓ Was recommended for a full apprenticeship.
- ✓ Met and exceeded all OHS/WHS obligations.
- ✓ ZERO incidents or LTIs sustained.

REFEREES

Available upon request.