

ANDREW GOULD

7059 Monaro Highway, Michelago, ACT 2620 • 0413 015 778 • arthwollipot@gmail.com

OBJECTIVE

I am looking for a change of career – a position where I can exercise my good communication skills and my creativity. I have extensive knowledge of many IT products and long experience solving problems.

SUMMARY OF QUALIFICATIONS

Lengthy experience providing first level IT support in a variety of government environments.

- Very well-developed communication skills
- Experience in many application software environments
- Strong office software skills
- Understanding of process and workflow, change management and Problem solving

WORK EXPERIENCE

Unisys

Apr 2007 to Feb 2010

IT Support Analyst

- Provide first-level Service Desk support to the Department of Immigration and Citizenship.
- Provide support for transition from old support arrangements to new ITIL-compliant Service desk
- Assist in the development of systems and procedures.
- Provide statistical and general support to Service Desk Team Leaders.

Volante

Jun 2005 to Apr 2007

First Level Service Desk Operator

- Provide first-level Service Desk support to multiple Australian Government clients
- Assist in the transition to an ITIL-Compliant Tier 3 Service Desk.

Hallis

Jun 2000 to Jun 2005

Senior Help Desk Analyst

- Perform first level hardware and software phone support to Department of Health and Ageing, Health Insurance Commission and Medibank Private officers
- Develop and document procedures and work practices
- Conduct customer satisfaction surveys
- Assist team leaders in administration and management of staff
- Assist in training new staff members in policy and methods

Department of Health and Ageing
Help Desk Analyst

Apr 1998 to Jun 2000

- Perform first level hardware and software phone support to Department of Health and Ageing

Prior Positions

Pre-1998

- Library officer, National Library Film and Video Lending Collection
- IT Officer, Department of Defense
- Editor, National Library Staff Bulletin
- Customer Support Officer, Commonwealth Bank of Australia.

EDUCATION

ITIL Fundamentals, Unisys University 2007
Six Sigma White Belt, Unisys University 2007

COMPUTER SKILLS

Anti Virus: Advanced
Lotus Notes: Advanced
MS Word: Advanced
MS Excel: Advanced
MS Powerpoint: Advanced
MS Publisher: Intermediate
Open Office: Intermediate

Pagemaker: Beginner
Photoshop: Beginner
Wordperfect: Intermediate
ACCESS: Intermediate
Macintosh: Beginner

MS Windows XP, Vista: Advanced

ACTIVITIES AND INTERESTS

Podcast: Nonsense Podcast – 3000+ downloads/fortnight
Ancient Arts Fellowship: Medieval/dark age reenactment, fighting, craft, jewelery.
Occasional member of council
Website: Development and maintenance of CMS-based websites
<http://www.aaf.org.au/> <http://www.arthwollipot.com/>
Photography: Online gallery/portfolio: <http://www.flickr.com/photos/arthwollipot/>