**Caleb Coonahan**

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**Overview**

I am a qualified IT analyst with a high level of experience in developing and implementing the IT needs of a business. I am adept at performing support and analysis across a large range of development and project activities, including designing, coding, testing and implementing client/server, web and desktop applications, and performing diagnosis and troubleshooting functions.

I possess strong communication, time management and organizational skills and I thrive in an enthusiastic team environment. I am seeking a role where I can use my skills to help with business growth and development.

**Education**

PMI Project Management Professional

Online course

**SEEK Learning**
Graduated: 2011

**[Bachelor of Technology (Computing Studies)](http://www.careerfaqs.com.au/courses/it/bachelor-of-technology-computing-studies/)**

OUA/RMIT

**SEEK Learning**
Graduated: 2008

**Employment History**

**November 2009 – Present: IT Analyst**
Office Tech

Brisbane, QLD

Office Tech is a leading Australian-based office supplies company.

**Responsibilities:**

* Head company CRM Solution Implementation Team, built on J2EE.
* Perform support and analysis functions across a range of development and project activities.
* Liaise with users, business and IT functional areas across Office Tech’s regional operations, to understand and document detailed system requirements.
* Assess and provide estimates for development work and project tasks.
* Create, code, test, modify and install programs for a host of applications.
* Undertake complex analysis of systems, including diagnosis and correction of faults, and propose solutions.
* Recognise process improvement opportunities.

**Achievements:**

* Successful execution of company CRM solution
* Met budgeted cost and efficiency targets
* Awarded ‘Apex’ Award for outstanding development applications

**December 2007 – November 2009: IT associate analyst**
Small Things Brewery

Perth, WA

Small Things is a fast-growing WA-based brewery, distributing worldwide.

**Responsibilities:**

* Involved in all stages of the SDLC to date, from the business case development through to support.
* Created and documented business process flows.
* Expedited pre-implementation workshops to all relevant application stakeholders.
* Cooperated with project managers, particularly in managing deliverables and risk mitigation.
* Liaised with both business and IT functional areas across Small Things Australian and European operations.

- See more at: http://www.careerfaqs.com.au/careers/sample-resumes-and-cover-letters/it-analyst-resume/#.dpuf