

Sample resume – I.T. graduate

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GARRY GRAHAM

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EDUCATION

- Feb 2013 – current **Bachelor of Information Technology and Systems**
Monash University, Clayton
Major in Multimedia
- Distinction average achieved to date
 - Expected completion date: November 2015
- Achievement**
Award for “Best Design” in website competition, Monash University, 2014
- Nov 2012 **Victorian Certificate of Education (VCE)**
Princeton Secondary High, Heyington
- ENTER/ATAR: 89.4

KEY COURSE RELATED PROJECTS

- June 2014 **IT for the next Generation (2nd Year group project)**
- Design and implementation of Multimedia Systems – Blackrock Inc
 - Negotiated and problem solved technical issues
 - Researched and presented findings in an easy to understand format
 - Result: High Distinction

PROFESSIONAL DEVELOPMENT

- March 2014 **Essential Digital Project Management**
Australian Interactive Media Industry Association

ICT RELATED EXPERIENCE

- Mar 2014 – current **Website Developer**
Rosie's Antique Shop, Canterbury
- Responsibilities**
- Manage and maintain the company website (www.rosies_antiques.com)
 - Design and implementation of a website to cater for online customers and to provide general information for investors
 - Resolve IT queries from staff within 24 hour timeframe including successfully troubleshooting application problems
- Achievements**
- Redesigned the website to make more user friendly increasing number of visitors by 30% as well as providing an option for customers to buy online



Aug 2012 –
current

Customer Service Assistant

Computers R Us

Responsibilities

- Engage in sales to provide appropriate products to meet customer requirements
- Provide technical support to customers post sales
- Handle cash transactions and operate registers and participate in quarterly stock takes

Achievements

- Staff Member of the Month Award – March 2014

Jun 2012 –
Jul 2012

Applications Support

Helptech Australia

Responsibilities

- Participated in one month's work experience involving IT phone support for Helptech clients, domestic and global.
- Troubleshooting and circuit board testing
- Dealing with basic customer problems and enquiries

Achievements

- Work experience manager provided excellent reference in support of application for Computers R Us role.

DEMONSTRATED SKILLS

Communication

- Received positive feedback regarding style and delivery of presentations at university, demonstrating robust oral communications skills
- The role of Website Developer showcased effective business writing skills when translating technical reports to ensure clarity and brevity for a non-technical audience
- Quickly built strong customer links resulting at Computers R Us, shown by increased sales proving ability to listen and understand customer needs
- Fluent in spoken and written Japanese

Adaptability

- Ability to adapt to different working environments evidenced by having been exposed to a range of businesses' needs working in Computers R Us business support team
- Having travelled extensively in SE Asia and Europe developed insights into different cultures, increasing my capacity to adapt well to new environments

Time Management

- Proven facility to manage timelines and prioritise workload in order to meet and extra-curricular commitments shown by juggling two casual roles while studying
- Experience in project management through role in Monash Information Technology Club (MITC), which involved organising and managing the annual university ball within a tight timeframe and a budget of \$40,000

Initiative and Creativity

- Developed highly creative skills by designing and implementing a small business website for access by customers and investors (www.rosies_antiques.com)

Technical

- Proficient in 3D Studio Max, Javascript, Maya 8.0, Adobe Photoshop, C++, MS Office (Excel, Access, Word, Powerpoint, Publisher)

VOLUNTARY WORK/EXTRA-CURRICULAR ACTIVITIES

2014	Participated in Mothers Days Run to raise funds for cancer research
2013	Selected as Open Day Ambassador, Faculty of IT, Monash University
2012	Volunteered for Red Cross Door Knock Appeal

MEMBERSHIPS

2014	Project Management Officer, Monash Information Technology Club (MITC)
2012	Student Member of the Design Institute of Australia
2012	Student Member of the Australian Institute of Technology
2011	Elected Committee Member of Monash Student Representative Council

INTERESTS

- Reading: crime novels, technology magazines
- Keeping abreast of computer game developments through technology blogs
- Sport: indoor cricket, black belt karate, skiing
- Travel: SE Asia, Europe

REFEREES

Ms Mandy Tempson
Manager (Current Manager)
Computers R Us
Tel: 9876 6677
Email: mandytempson@gmail.com

Dr Kate Brilla
Head of Faculty of Information, Technology & Systems (Tutor on degree course)
Monash University, Berwick Campus
Tel: 9800 1334
Email: kate.brilla@monash.edu.au