**Daniel Watson**

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Objective:

To secure employment in a Web Hosting Industry position where my system/network and problem solving skills can be utilised and would be an asset to your organization

Skills & Abilities

Strong customer service and communications skills

Hosting via cPanel Linux based servers

Hosting game servers running off Windows and Linux Platforms

Time management and problem solving

LAN / WAN networking skills

Trouble shooting hardware, software and networking issues

Provision of live, email and ticket support to customers

Able to use phpMyAdmin

Strong knowledge of Microsoft PC, Server Operating Systems, Active Directory, TCP/IP, Ethernet and dial up technologies

Knowledge of CISCO switching, IP Assignment and VLAN’s

Experienced in Microsoft Office 2003-2016, Microsoft Windows 98 – Windows 10 & Windows Server 2008 – 2012

Very flexible approach to working hours

Able to work under pressure and to tight time constraints

Able to learn quickly and adapt to change

Great team player, able to work well with colleagues as well as proven ability to work autonomously

Experience

 Systems Administrator | j2 Australia Hosting Pty Ltd T/A Web24 | Nov 2016 – Mar 2017

 Manage & Maintain Layer 2 Network

 Build Custom Spec Servers to Customers Order

 Purchase Servers and Equipment to fulfil orders

 Liase with Service Desk to troubleshoot Level 2 & 3 Issues

 Network Monitoring

Network Engineer | Lynham Networks Pty Ltd T/A Lightning Broadband | June 2015 – Sept 2016

Manage Layer 2 Network infrastructure

Manage customer internet connections

Manage customer authentication

Support customer troubleshooting of internet services via phone, email and onsite visits

Build and install new towers

Install customer equipment to roof

IT Manager | Marks’s Cleaning Services | 2013 – 2015

Manage website and business presence on the internet

Manage business social media

Market promotions through media outlets

Maintain IT network and systems

Call Centre Operator | Spin Direct | 2013

Make sales calls from warm calling to cold calling

Building relationships with customers and businesses

Meeting 40+ sales KPI’s

Learning new products

Administration duties

Network Support | Golding Group of Companies | 2012

Network Monitoring

Commissioning / Decommissioning

Installing wireless equipment

Network Configuration

Phone and support tickets

Systems Administrator | RackCentral | 2012

Network Monitoring

Commissioning / Decommissioning

Installing Servers

Network Configuration

Phone and support tickets

Processing Officer | Australian Bureau of Statistics | 2011 – 2012

Data processing

Data Checking

Cross reference previous data

Data mining

Computer Sales | Centrecom | 2010

Opening and closing of store

Customer service

Cash register operation

Ordering Stock

Setting up front display stock

Computer Technician | NOS Computers | 2009

Building computers to both customer and standard specifications

Fault finding and repairs

Designing and installing networks

Software installation

Configuration and testing of software

Computer Technician | PCCatz | 2006

Building computers to both customer and standard specifications

Fault finding and repairs

Software installation

Configuration and testing of software

Education

Certificate I Vocational Preparation | 2013

Certificate III Software Applications | 2006

Victorian Certificate of Applied Learning | 2006

Certificate II Business | 2006

References

References will be made available upon request