

Resume of Peter Digby

Personal Details

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Webpage: www.peterdigby.com

Interests: Hand drawn and computer animation
High end computer use, including designing websites

Career Objective:

X To be recognized and remembered as a dedicated employee, whilst developing personally and professionally

Education:

2015 – Bendigo TAFE

BSB50613 – Diploma of Human Resources Management

BSB51107 – Diploma of Management

2008: IT Certifications:

EXCOM Education

A+ IT Support Technician (Parts 1 & 2)

ID Number – COMP001006909584

Microsoft Certified Systems Administrator in Windows (MCSA) 2003

MCP Number - 6141132

Certified Help Desk Analyst

H.D.A. Number HDA417924

1991 – 1994: Bachelor of Education (Secondary Science)

University of Melbourne

1984 - 1990: Victorian Certificate of Education

Glen Waverley Secondary College

Technical Skills

Operating Systems

- Experience and high-end knowledge of Windows 10, 8, 7, Vista, XP and Windows Server 2016, 2013, 2008 and 2003.
- Knowledge and experience in Mac OS X. Snow Leopard and Lion

Hardware

- Building and repairing PC's, including printers and PC components
- Installed and configured a home Windows Server 2012 Active Directory network for numerous Windows and Apple desktops and laptops.

Software

- MS Office Suite 2003 / 2007 / 2010 / 2016 / 2019, including Outlook / Outlook Express

Internet / Webpage

- Design, develop and implementation of websites
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Certifications

Microsoft Certified Professional #6141132

- Microsoft Certified Systems Administrator – Server 2003
- Microsoft Certified Systems Administrator: Messaging – Server 2003
- Microsoft Certified Desktop Support Technician
- Microsoft Certified IT Professional
 - Enterprise Support Technician - Vista
 - Consumer Support Technician - Vista
 - Enterprise Desktop Support Technician - 7
 - Enterprise Desktop Administrator - 7
- Microsoft Certified Technology Specialist
 - Microsoft Vista, Configuration
 - Windows 7, Configuration
 - Server 2008 Active Directory Configuration
 - Server 2008 Network Infrastructure Configuration
 - Server 2008 – Desktop Virtualization
 - System Center Configuration Manager
- Microsoft Technology Associate
 - Windows Operating System Fundamental
 - Networking Fundamentals
 - Security Fundamentals

Apple Certified Associate #97978

- Mac Integration 10.6
- Mac Integration 10.7

I.T.I.L. Foundation v3 #19348

CompTIA COMP001006909584

- A+ IT Technician
- Security +

Help Desk Analyst H.D.A. 417924

EC Council ECC960594

- Certified Ethical Hacker v7 (CEH v7)
- Certified Security Analyst (E:CSA)
- Licensed Penetration Tester (L:PT)

Test and Tag licence

Personal Skills

Customer Service

- Well developed customer service skills developed through experience providing face to face customer service in my previous roles.
- Active listener with the ability to discover the root customer issues and develop strategies to maintain and build customer base

Team Work

- Team player able to work in a team environment as well as possessing the ability to work effectively autonomously
- Developed management skills with the ability to use conflict resolution within a team to achieve required corporate outcomes

Problem Solving

- Introduced business plan for the improvement of business practices and improved productivity at Crown.
 - Ability to work within strict guidelines and develop mutually beneficial outcomes for customers and the business.
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Employment History

May 2014 – Current

Castlemaine Health

IT Support Officer

- Helpdesk support
- Workstation hardware and software maintenance
- Maintaining server systems and LAN equipment
- Data and systems backups
- E-Mail and Public folder system management
- Migration of network from Windows 7 to Windows 10 and Server 2008 to 2016

January 2010 – May 2014

Bendigo Regional Institute of TAFE

PC Consultant

- 1st & 2nd level telephone customer support
- 1st level hardware support
- New hardware instillation
- New technology investigation and implementation
- Workstation hardware and software maintenance

September 2008 – December 2009

Echuca Regional Health

IT Support Officer

- Helpdesk support

- Workstation hardware and software maintenance
- Maintaining server systems and LAN equipment
- Data and systems backups
- E-Mail and Public folder system management

1994 – October 2007

Crown Limited

Gaming Supervisor

July 1999 – October 2007

- Controlling gaming tables
- Ongoing staff training and development
- Customer service including dispute resolution
- Electronic Surveillance
- Staff supervision and management
- Staff performance reviews
- Peer coaching of computer programs / systems

Dealer / Croupier

July 1994 – July 1999

- Dealing various casino games, including American Roulette, Blackjack & Baccarat in compliance with regulations
- Customer relations
- Computer assistance

1989 – 1994

Eastern School Supplies

Stock room manager (seasonal)

- Receiving and delivery of stock
- Stock taking and control
- Data entry and administration
- Customer service and sales
- Development of stock database
- Staff training and assistance

Achievements:

Crown Service Leader
Crown Limited

March 2006

Leadership Development Program
Crown Limited

August 1996

Employee of the Month
Crown Limited

January 1996