

# Resume

## Shane Smith

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### SKILLS

- Excellent in customer service
- Communicate Effectively with diverse range of people
- Excellent problem solver
- Initiative
- Ability to work cooperatively with others and as part of a team
- Sound knowledge of occupational health and safety issues
- High level of troubleshooting capacity
- Ability to work unsupervised

### EDUCATION

<b>Currently Studying – 2008</b>	Diploma in Information Technology Certificate IV in Assessment & Workplace Training SWRC of TAFE Senior First Aid Pemberton
<b>Feb 2007 – Dec 2007</b>	Certificate IV Information Technology Networking Certificate III Information Technology Network Administration SWRC of TAFE
<b>Feb 2006 – Dec 2006</b>	Certificate II in Information Technology Applications Certificate II in Information Technology Certificate I in Information Technology SWRC of TAFE
<b>Dec 2005</b>	Graduated Yr 10 Pemberton Senior High School

### EMPLOYMENT

2005 Jan – Current	<b>Shane's Computer Service / Leading Computer Solutions Pemberton - Owner</b>  Duties: Networking, web development, IT support, computer repair and services, selling computers, provide technical assistance
2008 Jan – Current	<b>Lecturer in Information Technology SWRC of TAFE Manjimup Campus</b>

Duties: Lecturer Information Technology, specifically for Certificates I, II and III in Information Technology through face-to-face classroom presentations, networking and hardware demonstrations, provide information technology support for the Manjimup campus computer network.

2007 Jan – Dec 2007

**Traineeship in Certificate IV in Networking ICA40405)  
Pemberton District High School**

Duties: IT support, maintenance of the school's computer systems, updating anti-virus systems, provided technical support to staff and students, managed Linux Windows XP and Windows Server operating systems, carried out regular maintenance tasks and troubleshooting

2006 Jan – Dec 2007

**Traineeship in Certificate II in Information Technology  
(Applications ICA20201) – Pemberton District High School**

Duties: IT Support, maintenance for all computer systems, managed Linux Windows 98-XP and Windows Server Operating system

2006 Jan – Sep 2006

**Reception / IT Administrator - Pemberton Community  
Telecentre Pemberton**

Duties: Web development for Mysouthwest, computer repair and maintenance, front desk office work, face-to-face customer contact, answering telephone/email inquiries and general administration duties

**ADDITIONAL INFORMATION**

Current	Maintain a Current Drivers License
Mar 2008	Police Clearance
Mar 2008	Working With Children Check
Mar 2008	Information Technology Award Top IT Student at SWRC of TAFE
Jan 2006	Registered a local IT business (Shane's Computer Service / Leading Computer Solutions) building networks, web development, IT support, computer repair and services, selling computers, provide clients with technical assistance for all their IT problems
Feb 2005	Royal Life Saving Certification "Essential First Aid" (Expires 2007)
Feb 2004	AussieHost Certificate - AussieHost is a nationally recognised customer service training program that focuses on interpersonal communications, customer relations and service. It builds personal, professional and community pride and inspires a greater commitment to providing better service.

**WORK EXPERIENCE**

Feb 2007 to Mar 2007	PerthWeb Web Development Company in Perth – web development
Feb 2006 to Mar 2006	WestNet in Perth – technical support , contacting and liaison with customers to determine their problems and provide solutions
Feb 2005 to Dec 2005	IT business in Pemberton Guys Computer Service, service and repair computers involving reinstalling operating systems, replacing hardware parts and setting up networks
June 2004	Pemberton District High School – repairing and ensuring all computers maintained integrity, repaired computer hardware and software

## COMMUNITY INVOLVEMENT

Pemberton Accommodation Association “Building Website” – Designed website based on PHP and Mysql database after carrying out Search Engine Optimization (SEO) to increase to number one on the search results

Youth Zone Committee IT support – purchased computers for the Pemberton youth group, maintained, repaired and serviced

Manjimup Shire Council “Building a Youth Website” – part of a team to design and implement a website for youth run by the Manjimup Shire Council

## WEB DEVELOPMENT – Developed websites for the following companies:

- <http://www.warrenvineyard.com.au>  
Vineyard Websites – HTML Mysql Dreamweaver
- <http://www.pembertonstay.com.au>  
Pemberton Accommodation Association – PHP HTML Mysql Dreamweaver
- <http://www.pembertongift.com>  
Pemberton Gift Shop – PHP HTML Mysql Dreamweaver
- <http://www.pembertonforeststay.com>  
Pemberton Accommodation Forest Stay– PHP HTML Mysql Dreamweaver
- <http://www.shanesmith.com.au>  
My website – PHP HTML Mysql Dreamweaver
- <http://blueloft.mysouthwest.com.au>  
Accommodation Cottage Website – PHP HTML Mysql Dreamweaver
- <http://jakamarri.mysouthwest.com.au>  
Accommodation Jakamarri Website – PHP HTML Mysql Dreamweaver
- <http://glenhaven.mysouthwest.com.au>  
Accommodation Website Glenhaven – PHP HTML Mysql Dreamweaver

- <http://pemberton.mysouthwest.com.au>  
Pemberton Telecentre – PHP HTML Mysql Dreamweaver
- <http://quinninup.mysouthwest.com.au>  
Quinninup Town Website – PHP HTML Database Dreamweaver

## REFERENCES

Dale Atkins  
**IT Coordinator**  
South West Regional College  
Manjimup Campus  
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