

Anthony Daskalakis

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ABOUT ME

I am a hardworking and motivated professional in the technology sector, building a career in IT. I have completed a Certificate III and Certificate IV in Information Technology, developing strong technical and problem-solving skills. I enjoy working in a team and am a reliable leader who supports and motivates others to achieve shared goals.

I value creating strong professional relationships and have a strong customer service mindset that I have developed in the roles I have undertaken so far in my career. I am passionate about expanding my knowledge and expertise in computing and software technology by building experiences in roles that will define the success of business now and in the future.

SKILLS & PASSIONS

- Motivated and dedicated IT professional focused on building a career in the technology sector.
- Hold a Certificate III and Certificate IV in Information Technology.
- Experienced in diagnosing and repairing computer hardware.
- Skilled in troubleshooting software issues and installing/configuring applications.
- Provide user support and training to enhance technology use.
- Strong team player and reliable leader who supports and motivates others to achieve shared goals.
- Very strong ability in software programs like Adobe, Azure and online ticketing systems.

EDUCATION

- Workforce Essentials
- High School: Year 7 to Year 12 Marist College, Eastwood, NSW
- Certificate III in ICT at Upskilled
- Certificate IV in ICT at ACCM

SCHOOL ACHIEVEMENTS

- Graduated from Year 12
- First Aid Certificate
- Certificate in Hospitality
- Certificate in Film and Entertainment
- White Card completion during Year 12

WORK HISTORY

IT Support Technician

Xenontech | Yagoona, NSW

30/01/2024 - Present

- Provide on-site IT support for NSW schools, resolving hardware and software issues efficiently.
- Diagnose and repair computer hardware, including desktops, laptops, and peripherals.
- Install, configure, and troubleshoot software applications to meet school requirements.
- Reimage computers and manage device configurations following Department of Education protocols.
- Maintain and support interactive whiteboards (IWBs), projectors, and other classroom technologies.
- Assist school staff with IT-related queries, offering training and guidance where needed.
- Manage iPads and other mobile devices using tools like Apple Configurator 2 and Jamf School and JAMF Pro.
- Collaborate with school administrators to address IT needs and ensure systems function effectively.
- Navigate and utilise Department of Education systems such as DET Portal, AMS maps, and UDM tools.

SUPERVISOR (CUSTOMER SERVICE REPRESENTATIVE)

Petbarn | West Ryde, NSW

04/2021 to 12/2022

- Collaborated with the store management team to direct and delegate work assignments and verify execution of plans and strategies across the store.
- Set expectations and modelled excellent service by projecting positive attitude and enthusiasm towards the job, company, and customers.
- Maintained focus on promoting and driving sales, especially on new ranges.
- Assisted customers with any enquiries necessary.
- Monitored stock levels and replenished where needed with the use of a Forklift.

TEAM MEMBER (CUSTOMER SERVICE REPRESENTATIVE)

Supercheap Auto | North Narrabeen, NSW

07/2020 to 10/2020

- Provided customers with a positive in store experience to help find wanted products.
- Kept up to date with current and new products in the company's range.
- Worked in a team to achieve set goals and targets together.
- Always arrived at work punctual and ready to strive for the day.
- Was always willing to accept last minute shifts to help out the team.

MECHANIC APPRENTICE (FIRST YEAR)

Toyota | West Ryde, NSW

07/2019 to 12/2019

- Worked in the dealerships workshop repairing cars with qualified mechanics
- Fulfilled all mandatory duties such as cleaning the workshop before and after rostered days, responding with consideration to co-workers concerns and completing tasks given and helping customers get home by driving them to their set destination through the shuttle bus service we had.
- Experienced customer service satisfaction, concerns and questions about their vehicle and the job being performed on the day.

- Always arrived to work punctual and ready to strive for the day

CUSTOMER SERVICE REPRESENTATIVE

11/2018 to 07/2019

Reading Cinemas | Rhodes, NSW

- Providing customer service and hospitality.
- Cleaning cinemas floors and catering for people's needs.
- Ensuring people are safe while checking cinemas during shifts.

REFEREES

I can provide References upon request.