

Reece Denaro

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PERSONAL STATEMENT

I am a flexible and well-rounded Information Systems & Technology professional, with experience in IT Support in fast paced environments and qualifications in Cybersecurity.

In the past, I have had the opportunity to assist clients over the phone in a friendly and helpful manner in addition to email, phone onsite and remote support assistance.

In my personal time I manage a personal Linux server, along with a M365 Azure tenant with various conditional access policies and applications setup for SSO.

The remainder of this document will provide you with an insight to my well-rounded abilities and experience which will both suit me and provide me with a new challenge.

EMPLOYMENT

Level 2/3 I.T. Technician | RODIN Business Solutions | www.rodin.com.au

Wollongong, NSW | March 2024 - Present

Rodin, founded in Wollongong in 1993, is a boutique Managed Services Provider (MSP) offering innovative, secure, and adaptable IT solutions across Australia. With over 30 years of experience, Rodin focuses on building true partnerships with clients, delivering high-quality services that support business objectives and drive success. Their security and strategy-first approach sets them apart, ensuring dependable IT solutions tailored to each customer's unique needs.

Key Achievements:

- Provide solutions to complex IT problems for customers in the SME area.
- Excellent levels of customer service, with over 99% customer satisfaction rating
- Assist in rotating on-call roster, prioritising different incidents at a moment's notice
- All-round IT Support, from Laptop and Desktop workstations to Microsoft 365 and Google Workspace, to Compliance and Security policies within.
- Maintain small business Windows servers and workstations, patch management and application controls.
- Installed and setup new workstations for business and personal use.

Senior Service Desk Analyst | NEC Australia | www.nec.com.au

North Wollongong, NSW | Jul 2022 – Dec 2023

Level 2 Service Desk Analyst | NEC Australia | www.nec.com.au

North Wollongong, NSW | Dec 2019 – Jul 2022

Level 1 Service Desk Analyst | NEC Australia | www.nec.com.au

North Wollongong, NSW | April 2018 – Dec 2019

NEC Australia has joined with State Government department Transport for New South Wales to provide end user computing support services to over 25,000 desktop computers and 10,000 mobile devices.

Key Achievements:

- Provided user support for Transport for New South Wales' Digital Transformation projects including Office 365 cloud migrations and mobile device management.

- During my time as a Level 1/2 Analyst, worked a variety of shifts including morning, afternoon and nights as part of a four-person team. As a Level 2 during night shift I had responsibility when it came to reporting major incidents and providing assistance for Level 1 analysts.
- Provide accurate advice and helpful support in an environment that changes almost daily, with new and complex incidents triggered by technology changes.
- Consistent ability to pass and exceed customer service quality requirements, regularly obtaining merits for call times and ticket resolutions.
- Developed and proposed original ideas and utilities that would be used to make my colleagues jobs easier and improve service desk efficiency.
- Development of an increasingly business critical information portal using HTML, JavaScript, and CSS.
- Developed various Service Desk critical utilities using C#.Net and PowerShell that interface with Active Directory and/or template files.
- Dealt with difficult customers on a day-to-day basis, often being a point of escalation for phone calls and incidents where what is required is a knowledgeable, calm and reassuring voice.
- Played a pivotal role in facilitating the seamless transition of the Transport for NSW IT Services contract from NEC Australia to Datacom. This included comprehensive on-site training sessions with the new team over a two-day period, coupled with addressing all inquiries related to process and knowledge gaps in preparation for the go-live phase.

Computer Technician | Interbit Computing | www.interbitcomputing.com.au

Fairy Meadow, NSW | Dec 2008 – Dec 2017

Interbit Computing was a small computer repair shop. It dealt with computer repair, sales and solutions to the local area. Interbit dealt with anything from home to business, assisted by its ability to keep its staff up to date on the latest in computing technologies.

Key Achievements:

- Assisted with the migration from a paper-based job system to a PHP Web based system
- Developed various website examples in partnership with the owner
- Maintenance of the businesses' Information Systems
- Provide customers with a friendly support experience via email, phone, onsite and remote.
- Maintained small business Windows servers and desktops
- Installed and setup new machines for business and personal use

IT Support Analyst | Padua Financial Group | www.paduafinancialgroup.com.au

Kiama, NSW | August 2014 – March 2015

Padua Financial Group is a financial advice firm, leveraging unique technology to create a seamless Paraplanning and Transition Management services to its customers. Padua Academy provides career development to high performing IT, commerce and finance students from the University of Wollongong.

Key Achievements:

- Assisted in the development of financial advice software development
- Provided IT Support to the business and its employees
- Deployment of Windows based server solutions to aid development
- Working with a client to continuously update system requirements
- Installed and maintained a Windows small business server

KEY SKILLS

Technical Skills

- I have worked with Windows for over a decade, providing support to users both in a shop-front and over the phone, resolving queries and issues in a timely manner.
- High level of knowledge when it comes to technology and entertainment products.
- Proficient in Apple desktops from my time at Interbit, and the support of mobile devices at NEC. Before this I have owned several portable Apple laptops, mobile devices and tablets for over a decade. As such I am extremely familiar with Apple products.
- I have also used and assisted with the maintenance of software based on the Microsoft and Apple family of Operating systems.
- Working knowledge of networks, cameras, computer accessories and general software.
- I often come up with creative solutions to problems, such as using the Interbit website hosting to house an internal knowledgebase and using Junction links to fix an issue with proprietary software whilst working at Padua Financial Group.

Personal Skills

- I demonstrate versatility in my work schedule, professional approach, and my ability to accommodate individual preferences.
- I excel in problem-solving, as exemplified by my accomplishments at Interbit Computing and NEC Australia.
- Working as part of a team in a retail environment requires communication skills of a certain quality, without these I would not have been able to fulfil my basic job functions.
- Track record of empathy, calmness and ability to reassure others where required.
- Prioritise work to meet customer expectations, in a workshop and over the phone.

CERTIFICATIONS

ITIL 4 Foundation Certificate

Axelos - IT Service Management Best Practice

www.axelos.com

cPanel Professional Certification

cPanel University

university.cpanel.net

EDUCATION

University of Wollongong, Wollongong Bachelor of Information Technology (eBusiness)

Graduated: December 2018

- I was given the opportunity to work in a team of five. Our team was tasked by linguistic researchers from the University with creating a web-based Qualitative Data Analysts tool. We were required to liaise with clients in order to visualise their system requirements constantly over the course of a full University year.

University of the Sunshine Coast, Online Delivery Graduate Certificate in Cyber Security

Completed, Graduating: April 2025

- Develop cyber tradecraft skills and competencies, including an introduction to cryptocurrencies, encryption, device and network security, vulnerability testing, and strategies to locate offenders
- Learning from experts who have worked at the FBI, US Department of Defense, the Australian Signals Directorate and Australian Crime Commission
- Apply and use a range of basic software and hardware in cyber investigations

- Identify points of attack on devices and networks and secure them
- Sharpen critical thinking, investigative and ethical skills

REFERENCES

Robert Robinson (Manager - Service Centre / Team Lead) – NEC Australia (Formerly)

Phone: 0409 395 899

Email: Robert.Robinson@nec.com.au

Paul Meyer (Manager/Business Owner) – Interbit Computing (Formerly)

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