

## John Cavanough

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### Summary

I am a highly motivated individual seeking to apply my extensive IT and Customer Service skills to my full potential. Highly focused on building relationships with internal and external customers and working within a team.

### Experience

#### System Administrator

RES. Business IT, Brisbane QLD

June 2021 - Present

- Provided exceptional customer support by promptly addressing user inquiries, troubleshooting issues, and delivering effective solutions. Implemented user-friendly documentation and training materials, empowering end-users to navigate IT systems with confidence. Proactively sought and incorporated feedback to improve the user experience, contributing to high levels of customer satisfaction and overall system usability.
- Played a pivotal role in the deployment and maintenance of Modern Desktop environments, fostering a collaborative and secure digital workspace. Implemented best practices to ensure compatibility, security, and performance across a diverse range of devices.
- Initiated user training programs to enhance staff proficiency in utilizing Modern Desktop technologies. Provided ongoing technical support and conducted workshops to empower end-users in navigating and leveraging IT resources effectively.
- Managed virtualized environments using technologies such as VMware or Hyper-V. Oversaw the provisioning, monitoring, and optimization of virtual machines, maximizing resource utilization and minimizing downtime.

## **Application Specialist**

In Control, Brisbane QLD

*May 2018 – June 2021*

- Responsible for moving applications into an Azure Cloud environment and providing a SaaS solution.
- Implemented Zabbix as an in-depth monitoring solution for cloud infrastructure.
- Provide level 2 and 3 support using ITIL practices for task management and auditing software.
- Set up of an OPNsense machine to facilitate multiple corporate IPSec Site-to-Site VPN's.
- Systems administration of VMWare ESXi, XCP-ng and Virtual Machines on-premises and in the cloud.
- Analysis of SQL databases to diagnose issues and perform data analysis. Usage of Schema and Data comparison to create upgrade scripts.
- Implementing integration of the application with the use of HL7 messaging.
- Android, iOS Mobile device configuration including use of MDM software.
- Frequently travel on-site to major Hospitals and Aged care facilities interstate to provide training and project go-live support.
- Provide project management for application installation and upgrade projects.
- Creation of technical documentation for new applications and infrastructure changes.
- Training new team members from the ground up.

## **Service Desk Analyst**

Datacom, Melbourne VIC

*February 2016 – May 2018*

- Providing first level support to a large number of clients as part of a large Managed Service Provider.
- Management of high call volumes and prioritisation. Escalation of high priority incidents to Incident Management and higher tier support.

- Keeping engaged with the customer until the incident is resolved.
- Monitoring of alerts, raising incidents and escalating as necessary.

### **IT Support Technician**

RSPCA Victoria, Melbourne VIC

*November 2015 – February 2016*

- Building and imaging of new desktops and laptops.
- Providing technical support to Head office and Op Shop staff.
- Provided solutions for a POS system for Op Shops.
- Housekeeping and organisation of IT equipment in the building.

### **Service Desk Technician**

Goodstart Early Learning, Brisbane QLD

*March 2015 – November 2015*

- Involved in rolling out and support of kiosk applications to iPads in Early Learning Centre's across Australia.
- Introduced to the ITIL Framework and adherence to SLA timeframes.
- Management of high volume of calls and prioritising incidents.
- Strong knowledge of the HelpMaster ticketing system.

### **IT Support Technician**

GZD, Brisbane QLD

*July 2013 – February 2015*

- Provided first and second level support as part of a small team.
- On-site and after-hours support.
- Monitoring and maintaining on-premises and cloud hosted infrastructure and backups.
- Management of Citrix XenApp servers and usage of Windows Terminal Services.
- Diagnosing and resolving hardware issues in a workshop environment.

<b>Education</b>	<b>Diploma of Information Technology (Networking)</b> Brisbane North Institute of TAFE, Brisbane QLD 2012
<b>Certifications</b>	<b>Microsoft 365 Certified:</b> Endpoint Administrator Associate
<b>ICT Skills</b>	<ul style="list-style-type: none"> <li>• Microsoft Azure IaaS and PaaS cloud services.</li> <li>• Linux including Debian, CentOS (RHEL), Ubuntu. Management via SSH without the use of a GUI.</li> <li>• Microsoft Windows Server 2003-2019 systems administration including AD, DNS, DHCP, RDS etc.</li> <li>• Microsoft SQL Server 2008-2019 including the use of SSMS, configuration manager and scripting.</li> <li>• Microsoft IIS Web Server including certificate management and bindings.</li> <li>• HL7 Integration Messaging.</li> <li>• Other software including ServiceNow, ConnectWise Manage, ConnectWise ScreenConnect, ConnectWise Automate, ServiceDesk Plus, Salesforce, HelpMaster Pro, Cherwell, CA USD, Microsoft Dynamics, Office 365, Qikkids, MINFOS, Autodose, Fred, Best Practice, Medical Director, CHAMP, Oscar, iMed.</li> </ul>
<b>Extra Interests</b>	Food Gardening Video Games Cycling
<b>References</b>	Available on request.