

CURRICULUM VITAE

Name Jason Michael d'Argent

Address 7 The Strand Applecross Perth WA 6153

Tel (H) ~~08 93641653~~

Tel (M) 04007 60058

Email africahi@hotmail.com

Education 1992-1995 GBH Boys High Durban South Africa

- Completed Matric Exemption – Year 12 equivalency

Further Education 2000 -2001 Central Metro TAFE Perth WA

- Certificate IV of Information Systems
- Diploma of Information Systems Technical Stream

Objectives

I would like the opportunity to join a company that I can benefit and offer my abilities and talents to utilise in the day to day running of the business. I would like to develop existing and new skills and move into better more challenging positions within the company based upon my performance and merit. I can offer an enthusiastic approach to work and feel I can bring a fresh and energetic approach to any task or project I am undertaking. I would like the challenge of leading and motivating a team in time and believe strongly I can work well as part of a team or individually if necessary. I relish the opportunity to take on challenges hands on and adapt my work ethic appropriately. I can empathise with work colleges and customers across all levels. I believe that I am a dedicated energetic asset to any company and that my outgoing personality and mature attitude to work can be utilised within any organisation.

IT Systems and Languages

Beginner ability (less than 2 years experience)

- C, VB6.0, ASP, SQL, MYSQL, PERL, JSP
- Shell Scrip, Java Script, Macro Programming
- SCO Unix, Linux, Apache, Novell 5.0 Netware, Allaire JRun
- Pc Anywhere 9.0, AutoDesk Animator, Media Studio Pro

Expert ability (more than 2 years experience)

- MS Windows 95, 98, 2000, ME, NT Server/Client, XP
- MS Office Suite (including Project, Access) 97, 2000
- Norton's Ghost, Works, Antivirus, MYOBv11, HEAT 6.40, Seagate Crystal reports, Aspect Telephony system, Infra 5.5
- Macromedia Ultradev, Fireworks, Flash, Adobe Photoshop

Experience

Aug2002-Dec2003 **EMS–Compass Group Royal Bank Of Scotland London UK**
Helpdesk Co-ordinator RBS Facilities Service Centre

Operating within a highly customer focused help line operation, supporting the overall delivery of Property Services within the Bishopsgate Campus, receiving, monitoring, escalating and processing work from customers and supporting constant improvement of help line operation.

- Delivering full range of service within agreed SLA targets for dealing with customers, suppliers and Property Services staff.
- Support of Team in production of appropriate MIS for management.
- Supporting staff from 1600 Retail Branches, 500+ MOP Sites and Executive Buildings for RBS (5th largest bank worldwide.)
- Contributing to constant process of improvement, including procedures and delivery standards and staff training methods.
- Adherence to Technical Health and Safety Standards and Policies
- Effectively working within a team
- Flexible working hours to cover range of services
- Use of national outsourced contracts to deliver goods and services.
- Developing close working relationships with internal customers and external suppliers supplying feedback and monitoring performance.

Mar2002-Jul2002 Travelling extensively across the UK and Europe

Jul2001-Dec2001 **www.piazzadelisol.com.au** **Perth WA**
Web Designer

Piazza del sol is a busy Italian trattoria/pizzeria. This website was developed to advertise and promote the business.

Jan2001-Jan2002 **SilvaSol Pty Ltd** **Perth WA**
Bookkeeper/IT Support Consultant

SilvaSol is a holding company to a restaurant employing approximately 15 staff.

- Bookkeeping on MYOBv11 and general office duties
- Data entry, Reconciliations, Reports
- Repair/upgrade of SOHO IT equipment

Oct2000-Dec2000 **Elders Ltd** **Perth WA**
Apprentice SSO – Work Experience through TAFE

Elders are a large agricultural and real estate concern. Employing approximately 4000 staff countrywide. The System Support officers support WA's IT systems.

- Asset tracking/management of IT equipment on AS400 system
- Repair/Upgrade/Troubleshooting of hardware devices.
- Installation/configuration of new IT equipment
- Use of IBM Net Stations and TCP/IP LAN

Oct2000-Dec2000 **Encore Hospitality** **Perth WA**

Web Designer

Encore Hospitality is a dynamic event and function catering company. The internal intranet website helped to add functionality and streamline business.

Oct2000-Dec2000

www.venomdrinks.com

Perth WA

Web Designer

Venom Drinks is a liquor wholesaler based in Australia and launching their range of mixed cocktails in Europe. This website was used to promote and advertise their products and distributors.

Interests extreme sports, web design, console gaming, music and dance.

General information

WA License code C

Written References available on request.

References (available to be contacted)

~~**Phil Joynson**~~

~~Elders System Support Officer~~

~~Perth Western Australia~~

~~(08)94222 349~~

~~pjoynson@elders.com.au~~

Rachel Harland

EMS Compass Group Events Manager

London UK

+44 208 672 7188 / +44 870 901 5600 option 2

rachel.harland@rbs.co.uk

Halette Johnson

Senior Business Associate

Royal Bank of Scotland Facilities Service Centre

London UK

+44 208 235 1519

Halette.Johnson@rbs.co.uk

Mari sol Dannunzio

SilvaSol Pty Ltd Owner/Manager

Perth Western Australia

(08) 9440 1645

silvasol@iinet.net.au