

BRADLEY SPICLIN

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Portfolio: <https://bradleypiclin.github.io/PortfolioProject/>

Career Profile

As a resolute and motivated second-year Bachelor of Information Technology student, I possess a strong skill set in interpersonal communication and management enabling me to excel in a dynamic work environment while interacting with clients, staff, and stakeholders. With a rich background in customer service and community safety, I have experience collaborating with others and utilizing critical thinking skills to successfully manage complex situations. I am an enthusiastic about information technology with a strong drive for problem-solving. As a lifelong learner, I strive to enhance my technical expertise and knowledge in pursuit of my ultimate career goal of becoming a Software Engineer.

Education

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|-------------------|---|
| 03/2022 – Current | Bachelor of Information Technology
Deakin University, Waurin Ponds <ul style="list-style-type: none">• Minor: Programming• Minor: Game Design |
| 05/2021 – 10/2021 | Certificate IV in Information Technology
The Gordon Institute of TAFE, Geelong <ul style="list-style-type: none">• Programming in C# and Java• Networking• Cybersecurity• Workplace health and safety |

Technical Skills

- Programming Languages
- C#/.NET, HTML, CSS, JavaScript (React & Vue), SQL, Python, Bash
- Platforms and Technologies
- Visual Studio, VS Code, Microsoft Azure, GitHub, Jenkins, Office 365

University Projects

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|---------|---|
| 07/2023 | Task Planner Refactor (Individual Project) <ul style="list-style-type: none">• Refactored an existing C# Console Application to overall improve the readability, maintainability, reusability, and coding standards throughout the project.• Received a High Distinction. |
| 05/2022 | Data Analytics of Twitter Keywords (Group project) <ul style="list-style-type: none">• Collaborated with group members to crawl data using Twitter API, writing data to JSON files, and performing detailed analytics using Jupiter Notebook (Python).• Received a High Distinction. |
| 04/2022 | Covid-19 Data Analytics Project (Individual project) <ul style="list-style-type: none">• Comparative analysis of Covid-19 data using Jupiter Notebook, using imported real-world data from CSV file. |

- Received a High Distinction.

Employment History

2023 – Current	<p>Software Technical Support Microkeeper, Geelong</p> <ul style="list-style-type: none"> • Comprehensive Technical Support: Provide exceptional technical support to Microkeeper clients, resolving complex software system issues promptly and efficiently through phone and email channels, while exhibiting critical thinking and problem-solving skills. • Effective Project Management: Successfully manage multiple client projects, overseeing their implementation and ensuring seamless integration of Microkeeper's software solutions into their operations. • Client-Centric Onboarding: Facilitate the onboarding process for clients through personalized, one-on-one training sessions, enabling them to maximize the benefits of our software over time and foster strong client relationships. • Relationship Building: Cultivate and maintain strong client relationships by actively listening to their needs, providing solutions, and ensuring a high level of satisfaction, leading to client retention and referrals.
2013 – 2023	<p>Department of Justice and Community Safety Corrections Victoria</p> <ul style="list-style-type: none"> • Enforcing and maintaining strict policy and procedure to ensure the safe daily operation of a prison environment. • Practicing and adhering to current legislation whilst controlling and solving complex situations. • Managing a prisoner caseload, meeting with, and establishing a document to support and encourage goals, promoting a positive outlook and attempting to reduce recidivism. • Addressing offending behavior through constant static and dynamic security. • Continuous training and development to ensure current practices and maintained.
2006 – 2013	<p>Sales Assistant JB-HI-FI, Geelong</p> <ul style="list-style-type: none"> • Deliver sound advice to customers on current products including computers, audio visual equipment and various other technologies. • Excelling in customer service by establishing a returning customer base through unparalleled service and customer satisfaction. • Responding to customers' phone and email enquiries, determining their needs, and contributing to product recommendations.

Professional Memberships

10/2022 - Current	<p>Member Australian Computer Society</p>
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Professional Development

02/2023	<p>Microsoft Certified: Azure Fundamentals Issued by Microsoft</p>
02/2023	<p>C#/.NET 50 Essential Interview Questions (Junior Level) Udemy.com</p>

10/2022 C# Tutorial – Full Course for Beginners
freeCodeCamp.org

05/2022 Certified Secure Computer User
EC-Council

Extra-curricular Activities

09/2022 – 10/2022 Volunteer Program
School of Information Technology Learning Support Help Hub, Deakin University

- Supplied one-on-one mentoring and assistance to students in the Introduction to Programming unit.
- Effectively communicated with students from non-English speaking backgrounds and assisted in developing their critical thinking skills in creative ways.

Referees

Available on request