

JAMES THOMPSON

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About me:

My journey into web development began in 2003 when I designed and maintained “The Windsor Hotel” website while working as a Cook. With 15 years of experience in the hospitality industry and 5 years as an owner/driver courier, I transitioned into IT, working as a Junior IT Support Technician and later at the City of Swan. In 2021, I pursued studies in Web Development IV and Cyber Security at TAFE, driven by my enduring passion for IT.

Skills:

- ICT Experience
- Excellent troubleshooting skills
- Deliver high standard of customer service.
- Logistics and Courier experience
- Local government experience

Experience:

Volunteer Worker

Jan 2025 – Current

Vinnies Morley

- Assisting with sorting and organising donated goods.
- Providing customer service and support in the retail store.
- Helping maintain a clean and welcoming environment.
- Collaborating with team members to ensure efficient store operations.
- Supporting various fundraising and community outreach activities.

Contracts and Procurement Systems Officer

Sep 2023 – Jul 2024

City of Swan

- Led the Contracts and Procurement systems.
- Provided city-wide guidance on system usage.
- Documented automation solutions.
- Managed and updated the Contracts & Procurement SharePoint.
- Assisted with system testing, updates, and improvements.
- Implemented and managed existing reporting within the system.

Warehousing and Support Officer

Jan 2023 – Jun 2023

Red Cross

- Managed warehouse receivables and dispatch, including packing goods for transit.
- Performed driving and delivery duties.
- Coordinated warehouse operations and general maintenance.
- Liaised with and instructed volunteers.
- Collaborated with management on logistic solutions.

Junior ICT Support

Jan 2022 – Dec 2022

Group Support

- Provided phone and onsite technical support.
- Troubleshoot hardware and software issues.
- Administered Office 365, Active Directory, and Exchange.
- Prepared quotes for hardware and software solutions.
- Collaborated with a diverse team to address all technical problems.

Education:

Advanced Excel & Power BI 2023

Foundations of Cybersecurity

Certificate IV Web Based Technologies 2021

Responsible Service of Alcohol

Splunk 7.x Fundamentals

Creative HTML5 & CSS3 Course

Geraldton Senior High School 1996