

Jarrold Smith

Leichhardt, QLD 4305 | nephritnos46@gmail.com | 0479 059 366

Willing to relocate: Anywhere

Professional Summary

Highly motivated and adaptable professional with hands-on experience in IT support, web development, and customer service. Proven ability to troubleshoot technical issues, maintain websites, and train new personnel. Known for a strong work ethic, problem-solving skills, and adaptability in fast-paced environments. Actively seeking to contribute to a forward-thinking team.

Professional Experience

IT Support / Lead Developer

Colas – Queensland, QLD | November 2022 – April 2026

- Provide IT support for internal systems and infrastructure.
- Assist in front-end and back-end web development projects.
- Collaborate with technical teams on system improvements and automation.
- Led development projects as lead developer, overseeing delivery from planning to deployment.
- Managed project timelines, priorities, and stakeholder requirements.

Service Desk Analyst

Sonic Healthcare IT – Brisbane, QLD | March 2022 – November 2022

- Logged service tickets to streamline technical support.
- Resolved Level 1 incidents using software tools and Active Directory.
- Supported and maintained Best Practice medical software for clinical users.
- Maintained clear communication with users to ensure quick resolutions.

Customer Service Operator

Collins Food Group (KFC) – Yamanto, QLD | August 2012 – April 2022

- Managed product replacements and customer inquiries.
- Trained new staff in store operations and customer engagement.
- Performed roles across cooking, order preparation, till balancing, and restocking.

Labourer

Collins Food Group (KFC) – Coominya, QLD | January 2021 – January 2022

- Assisted with meat preparation and equipment upkeep.
- Maintained operational efficiency and cleanliness.
- Supported compliance with food safety and quality standards.

Freelance Web Designer

Ranking Australia – Brisbane, QLD | February 2019 – January 2021

- Designed and maintained websites using WordPress and other CMS platforms.
- Implemented SEO best practices and responsive design techniques.
- Developed clean and scalable front-end code.

Education

Queensland Certificate of Education

Faith Lutheran College – Plainland, QLD

February 2011 – November 2015

Technical Skills

Programming & Web Development

- Python (2 years)
- WordPress, React (1 year)
- SEO Optimization, Front-End Development
- Apache Server Management

IT Support & Systems

- Active Directory (3 years)
- Intune, Ticketing Systems, Help Desk Tools
- System Troubleshooting & Administration
- Microsoft Azure
- LDAP
- Microsoft Exchange

Other Skills

- Customer Service & Training
- Inventory Management
- Project Quality Control

- Project Management
- Lead Developer / Team Leadership

References

Available upon request.