

# Jarrod Smith

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## Professional Summary

IT Professional and Full-Stack Developer with 5+ years of experience delivering enterprise solutions across infrastructure support, web application development, and system administration. Led development of company-wide Django platform serving organization-wide operations while maintaining 99%+ uptime across production systems. Combines strong technical capabilities in Python, cloud infrastructure, and database architecture with proven ability to translate business requirements into scalable technical solutions.

## Professional Experience

### Level 1 IT Support / Junior Developer

Colas – Queensland, QLD | November 2022 – Present

- Deliver frontline IT support across internal systems and infrastructure, resolving technical issues to minimize downtime and maintain operational efficiency
- Contribute to full-stack web development projects, implementing features across both front-end interfaces and back-end systems
- Partner with cross-functional technical teams to identify opportunities for system optimization and process automation
- Lead development and deployment of Colabs, an enterprise Django web application for asphalt lab testing across the complete Colas organization
  - Architected full-stack solution using Django, MSSQL, Nginx, and Docker containerization
  - Serve as lead developer and Linux system administrator, managing production servers and application infrastructure
  - Authored comprehensive technical documentation, deployment plans, and project scoping documents
  - Delivered executive project pitch securing approval and resources for company-wide rollout

## **Service Desk Analyst**

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

- Managed incoming service requests through efficient ticket logging and prioritization, ensuring systematic tracking and timely resolution of technical issues
- Diagnosed and resolved Level 1 incidents independently using troubleshooting protocols, software tools, and Active Directory administration
- Maintained proactive communication with end-users throughout the support lifecycle, providing clear updates and technical guidance to enhance user satisfaction

## **Freelance Web Designer**

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

- Designed, developed, and maintained custom WordPress websites and CMS solutions tailored to client business objectives and brand identity
- Enhanced website visibility and performance by implementing SEO best practices, responsive design principles, and mobile-first optimization techniques
- Delivered clean, maintainable front-end code following web standards and best practices to ensure scalability and long-term performance

## **Technical Skills**

### **Programming & Development**

- Python (4 years)
- JavaScript/React
- WordPress & CMS Platforms
- HTML/CSS
- RESTful APIs
- Git/Version Control
- Django
- MSSQL
- Mysql

### **Web & Infrastructure**

- Nginx Server Management

- SEO Optimization & Analytics
- Responsive Design
- Cross-Browser Compatibility
- Performance Optimization

## IT Systems & Administration

- Active Directory (3 years)
- Microsoft Intune
- Azure/M365 Administration
- Ticketing Systems (ServiceNow/Jira)
- Windows Server
- System Troubleshooting & Diagnostics

## Tools & Platforms

- Help Desk Tools
- Remote Support Software
- Database Management
- Monitoring & Logging Tools

## Soft Skills

- Technical Documentation
- End-User Training
- Stakeholder Communication
- Project Coordination