

Nali Lishomwa

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Work experience

mPort Pty Ltd

August 2013 — February 2014

Technical and Customer Service Assistant

- Phone based customer service in the event of any errors.
- First line of contact if software or hardware fails.
- Independently monitor and maintain mPort booth.
- Remote login to computers to fix any problems remotely.
- Face to Face customer service when needed.

TPG Telecommunications

November 2012 — March 2013

Customer Service and Logistics Officer

- Allocation of Modems to addresses.
- Setting up and configuring of Modems for specific customers.
- Face to face customer service at returns and inquiries desk.

The Lab @ Hornsby

September 2012 — December 2012

Lab Mentor

- IT lab mentor to children with Aspergers Syndrome.
- Setting up and Tearing down of PCs and Networking apparatus.
- Teaching and Mentoring children with various 3D and game programs.
- Reporting back to parents on their childs' progress and advising on any products that may be needed.

Club Culture

January 2012 — August 2012

Promotions Officer

- Face to face promotions of upcoming events, at clubs and other gigs.
- Email potential sponsors about events planned.
- Manage facebook page and respond to comments.

Event Cinemas

June 2011 — November 2011

General Cinema Worker

- Interact with general public as they walk into the cinema.
- Validate tickets.
- Help any customers with inquiries about the cinema or movies out.
- Ensure customers enjoy their experience.
- General housekeeping such as cleaning common areas and reporting to projection any issues with the screens.

GAME Lusaka Zambia

Jan 2007 — Aug 2007

Retail Sales Associate

- Aid with finding products.
- Face to face sales when customers where unsure on what product they needed.
- Recommendations for new products or complimentary products.
- Give detailed explanation on products for sale.

Education

Information Technology

Feb 2011 — Present

Macquarie University

Major in Management of Information Systems

Business Systems Analysis and Technology

Aug 2007 — Aug 2009

University of Louisiana

Associate degree

A-Level Certificate

Jan 2006 — Nov 2006

International School of South Africa

Design and Technology, Computing, Economics.

International General Certificate of Secondary Education

Jan 2000 — Nov 2004

International School of South Africa

Volunteer Work

Student Buddy Program

Feb 2012 - Present

Macquarie University

Responsible for helping new International Students feel as comfortable as possible in a new country and at a new school.

Also, in charge of various school outings and get togethers.

Macquarie IT OpenDay Program

Sept 2011 - Present

Macquarie University

On Open day at Macquarie university, prospective students and parents visit the university to get a glimpse into University life and the courses on offer.

As an IT Open Day representative join a team of IT majors who would talk to parents and student about the program and also showed off examples of the work that had been completed by current students.

Student Custodian in IT lab Jan 2005 - Nov 2006

International School of South Africa

Overwatching the IT labs whenever a staff member wasnt present.

Help with general maintenance of the lab computers both in terms of Software and Hardware.

Interests

AudioVideo Technology.

Computing Technology

Telecommunications.

Industrial Design.

VideoGaming.

Availability

Weekly Availability

Monday - All day

Tuesday - All day

Wednesday - All day

Thursday - All day

Friday - All day

Saturday - All day

Sunday - All day

References

Mr. Daniel Elison

Macquarie University

Campus Engagement Administrative Assistant

+61 41 605 0002

Ms. Lanai Stanger

Event Cinemas

General Business Manager

+61 2 9715 2409