

# Benjamin Nurmi

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## Profile

**Date of Birth:** 07th February 1987

**Interests:** Apple Computers, Computer Hardware, Networking and Internet, Motorsports, Photography

## Experience

### **Technical Support Agent, Apple Computer Australia, Sydney - 2005-Current**

In this role, I was employed as a Tier 1 Technical Support agent. I was trained in the use of GCRM, GSX and other internal Apple Systems. I have extensive knowledge of Apple products, procedures, troubleshooting, break-fix and customer service. Over the last quarter my metrics were all above target levels. In early 2006, I was added to the professional services and key clients caller queues. This meant I was liaising with large corporations, as well as Apple's educational callers. Whilst in this role, I completed all Self Paced Technical training to a level of 100%, as well as completed the Apple Sales Training, and obtained the rank of "Certified Apple Product Professional".

**Issue Resolution:** 91.55%

**Handle Time:** 6:90

**Logging:** 93%

### **Help Desk Operator, Optimum Media Direction, Pyrmont - 2005-2005 (Temp)**

In this role, I worked in a small team, responsible for supporting the internal offices of 3 Sydney-based Advertising agencies, (Optimum Media Direction, Total Advertising and Davinci Selectwork). The role combined both walk-up incube technical support, as well as phone support with 3 interstate offices of OMD. I was exposed to enterprise level HP and Dell hardware, as well as Microsoft Windows XP Professional on desktops, and Microsoft Windows 2000 Advanced Server on server machines. I also had a small amount of exposure to Citrix. My responsibility involved responding to technical support calls with zero delay, setting up of new workstations, phones and workspaces, as well as creation of new user accounts on servers, as well as daily and weekly backups using Microsoft Backup and Vertias BackupExec for both local and off-site servers.

### **IT Manager, Proctor and Associates, Solicitors, Parramata 2003-2006 (Pt. Time)**

In this role, I was responsible for converting the office from a small stand-alone 2 computer office, into a fully functional digital environment. I researched and commissioned the purchase of a Dual-CPU Server, Running Windows Server 2003 Small Business Edition, also running RAID0+1. Due to the technicalities involved in both litigation and conveyancing, custom software from LEAP Legal which handled both Document Tracking and Accounting, In 2004, Leap acquired Perfect Balance, and as such, we had to migrate do a different package. In addition to this, numerous desktop machines were purchased. In order to keep costs down, the parts were purchased from a wholesaler, and assembled by myself, we chose to "self insure" by keeping spare parts on hand, rather than pay for expensive maintenance agreements with larger vendors. Later additions to the network included an internal Exchange server, quota enforced storage, network-attached printers, and a Mobile VPN which was used with laptops and Vodafone's MobileConnect card, to allow remote access to files, and LEAP Applications, from anywhere in a GSM coverage zone

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### **Delivery Driver, Pizza Hut, Doonside - 2004-2004**

In this role, I was responsible for delivering to the general greater-Blacktown area's, in both residential and business areas. I also had some exposure to Back Of House operations, during rush times. This role also exposed me to dealing with troublesome clients, due to the socio-economic status of this area, clients were often troublesome or abusive often failing to pay, or physically assaulting drivers.

### **Irax Technology, Proprietor, Marayong 2003-2004**

This business was started by myself to service clients that I acquired through numerous family and friend contacts. I registered the business, as well as registered for GST, and numerous wholesaler accounts. The business was no longer economically feasible in 2004, when a number of "Wholesale direct to the public" computer vendors opened in Sydney.

### **Quakers Hill High School 1999-2001**

During my time at Quakers Hill High School, I was approached by the IT Co-ordinator, Robert Bredin to assist with the school's network when their previous administrator left. During this time, we updated the school's network fabric from a 10mbit Hub environment to a fully switched 100mbit environment, with gigabit backbones between buildings. We also implemented 3 Linux servers to handle file sharing, network authentication, internet access and filtering, and internal webpages.

## **Education**

1999-2002	<b>Quakers Hill High School</b>	<b>School Certificate</b>
2003-2004	<b>Wyndham College</b>	<b>Higher School Certificate</b>

## **Skills**

### **Apple**

- Knowledge of GCRM/GSX/Kbase and other Internal Systems
- Knowledge of Internal Procedures, Workflows and Company Structure
- Extensive knowledge of troubleshooting of Apple Hardware/Software, and break/fix.
- Extensive knowledge of all Apple products both hardware and software, including enterprise.
- Extensive knowledge of the Apple MacOS
- Certified Apple Product Professional
- Self Paced Technical Training completed to 100%
- Apple Sales Training Up-To-Date

### **General**

- Extensive knowledge of Linux/Unix operating systems
- Extensive knowledge of Linux/Unix servers in an enterprise environment (Apache, mysql, phpmyadmin, cPanel, WHM, ssh)
- Extensive knowledge of computer hardware components and their functions
- Extensive knowledge of Microsoft Windows in both desktop and server situations (98, ME, 2000, XP, 2000 Server, 2003)
- Intermediate knowledge of Microsoft Exchange and BackOffice.
- Extensive knowledge of network setup and topologies, as well as network hardware.
- Basic knowledge of routing/subnetting, and the TCP/IP Protocol
- Basic knowledge of Internet setup and components (DNS, Routing, Etc)
- Good customer service / active listening skills
- Good troubleshooting skills
- Ability to work independently or in a team
- Good break/fix ability and experience

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## **Referrals**

Robert Bredin

Quakers Hill High School

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Peter Proctor

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