

Joshua McFarlane

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 ~ References are available on request ~

Professional Objectives

Currently living in Berlin, Germany learning German while working as a freelance web designer. My current long term objective is to become self sustaining with technological work and achieve a Bachelors Degree in Technology Studies.

Work Experience

Gemini Bicycles (Vivente Bikes) - Technical Assitant

February 2013 - Present

- Photography, Digital photo editing
- Assisting in the mechanical corrections of some bicycles
- Web design
- Logo design

SAI Global Property (formerly Espreon pty ltd) - Business Portal Administrator/Registration Clerk/Settlement Clerk/Client Services Representative

October 2010 - August 2013

- 10 months as a Client Services Representative
- Responsible for technical and client support
- Responsible for large numbers of porperty settlements in a stressful environment
- Responsible for designing and building an Australia-wide SharePoint Intranet site for SAI Global Australia.
- Responsible for document management and security
- Also worked as the Visual and Copy editor for the company Magazine 'The Opserver'

Chubb Fire Safety - Data Analyst

March 2010 - October 2010

- Interpreting data for reporting to management
- Performing contractual data entry for every month
- Strong analytical, pattern detection and problem solving abilities
- Excellent interaction with cross-functional teams
- Great customer interfacing skills and customer orientation

Unwired Australia - Universal Support and Sales Customer Service Representative

October 2007 - December 2009

- One year in Sales Dept then one year in Technical Support Department.
- Responsible for customer service in the “internet start up division”, duties included answering customer queries, problem solving and providing detailed information on new products.
- Collaborated with the Market Research department in finding customer trends, seek feedback on sales techniques, follow-up methods and quality of after sales service
- Receiving calls from diverse customers and providing instant solutions
- Generated repeat business through successful client follow-up
- Acting Senior Support agent.
- Solved technical issues through logical reasoning using the tools provided
- Liaised with the postal services for smooth delivery of products to and from customers
- Performed face to face technical assistance to customers
- Created reports using raw data from the company servers to present to the CEO

Flash Global - Customer Service Representative / Door to door sales representative

2007

- Worked with new customers in the development of new accounts and the implementation of new systems.
- Assisted in the training of new customer service representatives and associates.
- Working in a competitive commission-based environment

Skills

Computer Skills

- Proficient in the use of Windows (XP, VISTA, W7 and Some experience with Windows 8), Linux (Ubuntu 11.10 & 12.04), Android 1.5+ and MAC OS and iOS.
- Highly productive in the use of Microsoft Office including Microsoft Word, Excel and PowerPoint (all versions) this includes online versions of the same software as well as Google Docs, Sheets and Slides
- Highly Proficient in Microsoft SharePoint 2007 (MOSS 2007) Enterprise Edition
- Experienced in Wordpress.org and webdesign | eg. <http://suzanneformayor.com.au/> (Now offline), <http://journeysbybike.com/> (currently live)

Non-Technical Skills

- Ability to interpret data
- Excellent communication and interpersonal skills
- Strong desire to learn
- Honest, competent and forward thinking

- High attention to detail
- Ability to work both independently and as part of a team
- Extremely productive in a high volume, high stress, environment
- Very quick learner of computer programs.
- Fluent in English and Spanish, Basic in Portuguese, Intermediate German

Education

- **Trinity Grammar School, Sydney** | Class of 2005
- **El Colegio San Jose, Rafaela, Argentina*** Class of 2006 (Foreign exchange February '06 - January '07)
- Bachelors Degree not yet acquired

Activities / Hobbies

- Photography
- Film
- Travelling
- Mobile Communications
- Social Media
- South/central American Cultures
- German culture
- Studying languages and Linguistic history