



Eugene Smith

APPLICATION SUPPORT ENGINEER

CONTACT

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HOBBIES

- Hiking
- Cricket
- Swimming

PERSONAL SKILLS

- Time management
- Multitasking
- Service Orientated
- Prioritising

SKILLS

- SQL
- JAVA
- MS SQL Server (T-SQL)
- HTML5
- CSS3
- Kotlin
- Microsoft Office 365
- Windows XP/7/8/10
- Linux
- MacOS
- Android Studio
- GitHub
- Bitbucket
- Firebase
- Microsoft SQL Server (2008, 2010, 2014 and 2016) Management Studio
- Eclipse IDE
- IntelliJ IDEA

SUMMARY

Self-motivated and experienced master's graduate from RMIT University with a demonstrated history of providing comprehensive application support to end-users in industry. With broad technical expertise in assisting clients with identifying and troubleshooting technical issues, problem-solving, handling a high number of tickets and provided technical guidance to optimize workflows. I am seeking a rewarding full-time opportunity as an Applications Support Engineer. In my foreseeable future, I wish to anchor a fundamental role in spearheading projects for a leading ICT organisation.

EXPERIENCE

Application Support Engineer

63Moons Technologies Limited Jun 2016 - May 2017

- Supported and monitored deployment for Stock Market back-office applications used by financial advisors, brokers, investment management firms.
- Supported applications hosted on Web and Application Servers.
- Ad-hoc SQL queries to extract platform usage data reports, to help business and technology leaders with decision making
- Performed CRUD SQL scripts per user/product requirements.
- Worked in a cross-functional setting with application developers, testers, business partners and product owners on corrective actions or viable workarounds to resolve issues on day to day basis within agreed Service-Level Agreement (SLAs)
- Installed, configured, upgraded and maintained new and existing customer implementations

EDUCATION

Master of Science in Information Technologies

San Jose State University Jul 2017 - Jul 2019

Bachelor of Engineering in Information Technology

Northeastern University Aug 2011 - Jul 2015

PROJECTS

Postgraduate IT project (Industry based)

Android Developer Mar 2019 - Jun 2019

Develop a social media platform that allows users to find jobs based on their characteristics. The application offered transparency and easy visibility for recruiters in hiring the perfect candidate.

Movie Night Planner App

Android Developer Jul 2018 - Nov 2018

A simple Movie Planner app to create and schedule movie viewing events and invite attendees. A movie appl also include a feature like notifications, event location information and distance to the events from the current location.

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