

MATTHEW BURRELL

Mobile: 0433650564
Email: Mattyburrell@gmail.com
Address: 11 York St
Morningside, 4170

Career Goals

To obtain a position where my qualifications and skills in Multimedia / IT would enable me to work towards a common company goal. I am interested at working to my full potential in areas such as design, database management, or internet computing.

Educational Background

2008 - 2010

Bachelor of Multimedia – Majoring in Internet Computing

Griffith University (Expected completion - November 2010)

GPA : 5.1

Key Subjects:

- Programming 2 (Java) – High Distinction
- DataBase Design (SQL) – Distinction
- Visual Design (Illustrator, Photoshop) - Distinction
- Software Development (.NET, C#) – Enrolled for this summer
- Education Design

2003

Music Production – Certificate III

South Bank Institute of Tafe

Experience

Nov 2007 - Current

Vodafone Hutchison Australia (3 mobile)

Credit Analyst (Current Role)

Analyse and assess consumer applications for post paid services with 3.

Responsibilities and skills

- Use a range of products and tools to make effective credit decisions
- Prevent Fraudulent and High Risk customers from attaining services with 3
- Inbound telephone support for stores with pending applications

Sept 2004 - April 2006

Premier Services (complaints)

- Inbound Premier Support for Customers and Retailers
- Resolved customer escalations from an Executive Level
- Assisted VIP customers
- High level of patience and problem solving involved

Dec 2005 - Jan 2006

Connect Support

- Provided technical support for retailers
- Developed an understanding of many system applications used
- High level of trouble shooting and systems knowledge involved

Feb - Mar 2006

Trainer / Subject Matter Expert

- Flew to Sydney to help develop training program for new department
- Flew to Melbourne to train new group and then assisted in the launch of the department.
- Flew back to Brisbane to train another group with the same program and stayed a week to assist the department further.

Jun 2006 - Sept 2007

City and Guilds (London)

Customer Service Assistant

Biggest Vocational Institution in United Kingdom

Responsibilities and skills

- Inbound Calls to assist Training Centres with results
- Assisted customers with general enquiries

Personal Characteristics

- Patient
Able to communicate effectively and confidently
Quick and enthusiastic learner.
A good team player within the work place.
Able to work well under pressure.
Comfortable with both Windows and OSX
- Creative mind and expression that can be applied in different forms.

Interests

- Collecting and composing music
- Jogging and keeping fit through sports
- Spectator Football
- Travel
- Reading
- Photography / Visual Composition
- Camping and getting outdoors

Referees

Joanne Roberts
Manager for Credit team (3 mobile)
JRoberts@hutchison.com.au
Ph: 0412 514 007

Mark
Team Leader for City and Guilds (UK)
Ph: +44 (0)20 7294 2800

Bradley Nightingale
Team Leader for Premier Services (Hutchison 3G)
BNightingale@hutchison.com.au
Ph: +61425329565

Ross McWilliams
Head of Contemporary Music Southbank
Ph: +61414 240 285