

Endijs Grinbergs (Andy)

Customer Focused | Organised | Results Orientated

22 Bellevue rd, Bellevue Hill, NSW, 2023.

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Career Profile

2 years freelance developer using Java, C#, PHP, MySQL. Prior to my IT experience, I have more than 10 years experience working in Customer Service and Business. I have been known for my customer service, organisational skills, my positive attitude and my entrepreneurial mindset. I am passionate about software development and I am seeking a challenging position to develop my IT career with OOP (Object oriented programming).

" Andy is an ambitious individual, who is always diligent in his work. He is intelligent, communicates and build strong relationships with his colleagues and trainers. I am impressed by his positive attitude and his interest to always help others. I would highly recommend Andy to any employer. He would be a great asset to any company."

Leonie Lam,
Business Trainer, Kaplan

Software development, approach, zoom out and find a better solution, more efficient, thinking outside the box, connecting the people, addressing client requirements. More than 5 years experience building websites, documenting projects, working closely with clients to develop a solution for their business. Proven end-to-end delivery experience, CRM skills and efficient communication.

Key Achievements

- ✓ Demonstrated experience in project end-to-end delivery, management stakeholders, working to project requirements and documentation skills.
- ✓ Recognised for my outstanding Customer Service experience.
- ✓ Promoted as Best Employee in 2012 at the restaurant "REHO".
- ✓ Graduated from Kaplan International College with Academic Excellence Awards in Business management.
- ✓ Successfully built 15 websites for small to medium sized businesses
- ✓ Successfully organised small and large private events in 2013-2015.
- ✓ Successfully supported 40 people in software and hardware and networking issues on my own at Steve Jarvin Nissan (3 locations).
- ✓ Successfully installed a new office for the business, set up the phone, networking infrastructure and computers.

Education

2017	Bachelors of Information Technology - Software Engineering Federation University Australia
2014	Certificate in Digital marketing and Information Technology Kent College
2013	Advance Diploma of Business Kaplan International College
2012	IELTS- International English Language Preparation
2012	Responsible service of alcohol (RSA) Coffee School Sydney
1998-2010	Higher School Certificate Riga High School

Key Skills

Customer Service

I have more than 10 years experience in Customer Service working in Hospitality and Event Management. I have been known for my excellent customer service experience as I always listen actively to my customers and use my influential skills to help customers make the right decision. I always ensure that the customer is satisfied with my service and they return for repeat business.

Team Work

I am able to work collaboratively with others from a wide range of backgrounds. I have been working in small and large teams in my career. I have developed patience and decision making skills to be a leader and play an active part of the team. I believe in working closely in a team in order to achieve team goals.

Organisational Skills

Through my experience that I have gained organising events, I have been known for my organisational skills in running successful events. I strive to be professional and punctual in my work and always meeting client requirements. Furthermore, I have achieved my personal and professional goals juggling my studies and various jobs.

Business Acumen

I am passionate about business and helping individuals achieve success in their businesses either through improving business processes, Sales and Marketing, designing of Websites, organising events and or contributing business ideas. I have had some experience in buying and selling of tangible goods and services.

Career Summary

Freelance Business start-ups

Networking and Software Support
Food & Beverage Attendant
Restaurant and Event Manager
Food & Beverage Attendant
IT consultancy, helpdesk
Bar Attendant
Events Management

Self-employed

Steve Jarvin Nissan
21 Espresso
SIA REHO
SIA Elguna
Self-employed
Joker Club Latvia
Radisson Blu Latvia

Apr 2017 - present

Oct 2016 – Apr 2017
Nov 2011 – Jan 2017
Apr 2011 – Oct 2011
Feb 2010 – Aug 2010
June 2009 – Sep 2009
Mar 2009 – May 2009
May 2007 – Sep 2008

Professional Experience

Previously Steve Jarvin Nissan

Solely servicing hardware, software, networks, telephony, security and IP cameras for 40 team members between 3 locations. Hardware – repairing electronic devices, software – operating system optimisation and configuration, VPN, router, Avaya telephone configuration. Networks, expanding offices, installing phone systems. Overall Network and data integrity, managing servers, roles and permissions. Taking backups and maintaining IP cameras.

Languages

English	Fluent
Japanese	Fair
Russian	Fluent
Latvian	Fluent

Interests

Sports, Computers, Business and latest technologies and trends.

Computer Skills

CISCO & Networking	Advance
Microsoft Word	Advance
Microsoft Excel	Advance
Microsoft Power-point	Advance
Linux, mac OS, Win 10	Advance
Avaya IP telephony	Advance
Microsoft Active Directory	Advance
Server management	Advance
PHP	Advance
MySQL	Advance
C#, C++	Advance
Java	Advance

References

Michael Jarvin

Ceo

Steve Jarvin Motors group
Stevejarvinmotors.com.au

Michael Schiffer

Director

21espresso
21espresso.com.au

Leonie Lam

Director

myFocus
www.myFocus.com.au

If you wish to contact my referees, please let me know and I will facilitate the arrangement.