

Jeremy Herbert

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WORKING RIGHTS

US Citizen, Full working rights within Australia

PROFILE

Enterprising Computer Engineering graduate with extensive IT support experience. Consistent delivery of innovation and customer satisfaction through various technical projects. Recognised skills in GIS, data analysis, and programming coupled with strong communication skills and international experience.

KEY SKILLS

- Geographic Information Systems
- IT User Support/Consultation
- Project Design/Implementation
- Process Improvement
- Data Modelling/Visualisation
- Graphic Design
- Technical Documentation
- Marketing Campaigns

EDUCATION

Northeastern University, Boston, MA, USA

May 2018

Bachelor of Science in Computer Engineering; GPA 3.5/4.0 (~Distinction)

Study Abroad

- Queen Mary University of London, London, UK Sep – Dec 2016
- CIEE Alternative Energy Technologies, Sao Paulo, Brazil Jul – Aug 2016
- American College of Thessaloniki, Thessaloniki, Greece Sep – Dec 2014

CERTIFICATIONS

White Card Australia (Registration No. 2397477)

Nov 2018

IT Fundamentals (CompTIA)

Jun 2015

TECHNICAL SKILLS & COURSEWORK

Operating Systems & Languages: Windows, macOS, Linux | C++, C, Python, JavaScript
Software: Microsoft Excel/Office, Adobe Creative Suite, ArcGIS, QGIS, Tableau, AutoCAD
Courses: Data Visualisation, Alt. Energy Technology, Networks, Electronics, Digital Design

PROFESSIONAL EXPERIENCE

Work & Travel, Bali, Indonesia | Melbourne, Australia

May 2018 – Present

Independent Student/Freelancer

- Expanded GIS/Programming experience via 15+ various GIS projects and 8 classes in ArcGIS/QGIS, Cartography, Web Applications, Python, and JavaScript
- Boosted Urban Design/Planning knowledge via Urban Design & AutoCAD classes
- Increased Data Analysis/Visualisation skills via courses in Tableau and Excel
- Strengthened mapping skills by mapping 7+ electrical grid networks via freelance work
- Raised English competency for 500+ students worldwide via tutoring with a satisfaction rating over 97%
- Implemented an inventory management system and developed guest management skills as an interim hostel manager for a 28-person hostel

Northeastern University, Boston, MA, USA

Jan – May 2018

Global Experience Peer Advisor

- Reduced visitor wait time by developing a new sign in system with automatic alerts
- Assisted marketing team's efforts by gathering data on visitor traffic
- Increased study abroad conversion rates by resolving enquiries in person/digitally
- Generated new prospects by designing a preliminary questionnaire of >10 criteria
- Generated new prospects by sharing opportunities at >30 people info sessions/events

Synergy Efficiency Solutions, Bali, Indonesia

Jul – Nov 2017

IT & Marketing Developer

- Increased employee uptime by configuring/maintaining IT systems and by rewriting 3 Standard Operating Procedures
- Reduced project management/lead development time by redesigning 3 sales systems
- Generated leads/webpage traffic via 8 LinkedIn Mail/Google Ad/Mailchimp campaigns
- Inspired business interest by creating new marketing material for website/social media
- Encouraged website visitation by reducing webpage load times by >30%
- Enhanced collaboration skills by working in a culturally different work environment

Harvard School of Public Health, Boston, MA, USA

Jan – Aug 2016

User Services Technician

- Resolved over 630 support requests from staff/students for computers, projectors, and mobile devices; Supported 1000+ users and machines running Windows and macOS
- Enhanced office communication for >40 staff by introducing new messaging software
- Boosted office productivity by implementing new equipment organisation procedures
- Minimised start up time for new staff by acclimating them with their workstations
- Ensured quick repair times/user updates by using the ServiceNow ticketing system
- Increased classroom uptime by resolving urgent projection/software issues in <5 min

OTHER SKILLS AND EXPERIENCE

Volunteering:

- Disaster Recovery Mapping with GISCorps – Intermediate Level Mapper

Languages:

- Limited Working Proficiency in Indonesian, Spanish
- Elementary Proficiency in Portuguese, Italian, French
- Language Exposure to German, Greek

Public Service:

- Eagle Scout, built an outdoor classroom

Interests

- Photography, Travel