

Jeremy Herbert

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WORKING RIGHTS

US Citizen, Full working rights in Australia

PROFILE

Enterprising Computer Engineering graduate with extensive IT 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 | Python, C++, C, JavaScript
Software: Microsoft Excel/Office, Adobe Creative Suite, ArcGIS, QGIS, Tableau, AutoCAD
Courses: Data Visualisation, Alt. Energy Technology, Networks, Electronics, Digital Design

PROFESSIONAL EXPERIENCE

RapidMap, Melbourne, Australia

Oct – Dec 2019

GIS Field Data Capture Assistant

- Performed QA measurements for 1000s of street assets across 5 government areas
- Recorded new/updated street asset data via the Assetmap GIS

Spatial Vision, Melbourne, Australia

Aug – Sep 2019

GIS Analyst

- Developed Python scripts to automate ArcGIS processes and ensure data quality
- Created environmental risk assessment reports for various areas of interest in VIC

Work & Travel, Bali, Indonesia | Melbourne, Australia
Independent Student/Freelancer

May 2018 – Aug 2019

- Expanded GIS/Programming experience via 15+ various GIS projects and 8 classes in ArcGIS/QGIS, Cartography, Web Applications, Python, and JavaScript
- Strengthened mapping skills by mapping 7+ electrical grid networks via freelance work
- Increased Data Analysis/Visualisation skills via courses in Tableau and Excel
- Boosted Urban Design/Planning knowledge via Urban Design & AutoCAD classes
- Raised English ability for 500+ students via tutoring with a satisfaction rating >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
Global Experience Peer Advisor

Jan – May 2018

- Increased study abroad conversion rates by resolving enquiries in person/digitally
- 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
- 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
IT & Marketing Developer

Jul – Nov 2017

- 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%

Harvard School of Public Health, Boston, MA, USA
User Services Technician

Jan – Aug 2016

- 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 (Boy Scouts of America) built an outdoor classroom

Interests

- Photography, Travel