

# Jesse Bockelman

## Curriculum Vitae

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| <b>Personal Details</b>                       | <b>Address:</b> U3 73 Stanhope St, West Footscray, VIC 3012<br><b>Mobile:</b> 0450126462<br><b>Email:</b> <a href="mailto:jesse.bockelman@gmail.com">jesse.bockelman@gmail.com</a>  |
| <b>Education/Training</b>                     | <b>2009 – September 2014</b><br><b>University Of Western Australia</b><br><b>Bachelor of Computer &amp; Mathematical Science</b> <ul style="list-style-type: none"><li>• Undergraduate course</li><li>• Applied Mathematics &amp; Computation Majors</li><li>• Current GPA of 4.276</li><li>• Current Course Weighted Average Mark of 61.233</li></ul>  |
| <b>Personal Statement</b>                     | <p>I'm a hard worker, dedicated to getting my foot through the door in the IT industry. Through my years of excellent customer service, I believe I have great communication skills in both a team environment and on a one-on-one basis. I like to be proactive, flexible and a quick learner.</p> <p>Most importantly I'm a people-person who enjoys interacting with others in authentic ways. I always endeavour to be helpful and supportive of others</p> <p><b>Colleagues</b> has described me as: Helpful, hard-working, bit of a chatterbox, considerate, cheerful with an infectious laughter, nurturing</p> <p><b>Boss/Managers</b> has described me as: Flexible, conscientious, punctual, reliable, willing to help, considerate</p>   |
| <b>Programming Languages and Other Skills</b> | <p>Hosting my own portfolio website, <a href="http://jessebockelman.me">jessebockelman.me</a>:</p> <ul style="list-style-type: none"><li>• Projects in latest javascript libraries: React and Angular</li><li>• Project with Spring boot applications</li><li>• Java servlets and containers in an MVC design pattern</li><li>• NGINX / UNIX exposure</li><li>• HTML 5 / CSS / general Javascript</li></ul> <p>In my experiences before hosting portfolio website:</p> <ul style="list-style-type: none"><li>• Familiar with C/Java/HTML 5 (preference in that order)</li><li>• Good exposure to F#, Python, XML, CSS, MySQL</li><li>• Exposure to both functional and logical programming paradigms to make learning new languages easier</li><li>• Quick and pro-active learner with new languages</li><li>• <b>ITIL 4 Foundation Certification:</b><ul style="list-style-type: none"><li>○ <b>Candidate Number: GR671008417JB</b></li><li>○ <b>On Successful Candidate Register List for verification</b></li></ul></li><li>• Strong Customer service and stakeholder skills</li><li>• Customer focus thinking</li><li>• Problem solving and experience with triaging of customer issues</li></ul> |

## Employment History

### **January 2018 – present**

**Senior Customer Support Officer, SecurePay/POLi, Bourke St (CBD) Full Time**

#### **Responsibilities:**

- Subject Matter Expert for POLi Support;
  - QA for Merchant applications
  - 1<sup>st</sup> Escalation Support
  - Complaint resolution
  - Change requests
  - Operations Management
  - Team Leader responsibilities
  - Team Training
- Phone/Email Support for 3 Online Payment Services (NAB Transact/SecurePay/POLi)
- Ticket Incident Management based on ITIL practises
- Assistance with Reconciliation for merchants
- 1<sup>st</sup> level triaging for merchant website integration issues
- Team training
- Call Reporting to stakeholders
- General stakeholder engagement meetings
- Continuous improvement registrar for team

### **November 2014 – October 2017**

**Coles Supermarkets, Williamstown, VIC. Team Member (Part time)**

#### **Responsibilities:**

- Cash register operation / Cash handling
- Assisted Checkout Supervision
- Sales of Tobacco

#### **Excellent Customer Service:**

- Numerous customer compliments through TellColes, and directly one-on-one
- Earned “With a Smile” Badge which represents going above and beyond in Coles customer service
- Congratulated by previous managers for promoting a loyal customer base

### **November 2013 – November 2014**

**Coles Supermarkets, Warwick, WA. Team Member**

#### **Responsibilities:**

- As above

**References are available upon request**