

KIEREN ST JAMES

IT Asset Officer | IT Support Technician

Loganholme, QLD 4129 | 0426 796 470

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PROFESSIONAL SUMMARY

Detail-oriented IT Professional experienced in asset management, hardware lifecycle, and Level 1/2 support. Proven track record in improving deployment workflows and assisting non-technical users by simplifying complex concepts. Highly skilled in ServiceNow, OS imaging, and audio engineering, with a strong background in multimedia production and rapid prototyping.

TECHNICAL SKILLS

- **IT Operations:** ServiceNow (Ticketing & Asset Management), OS Re-Imaging (Windows/macOS), Hardware Diagnostics & Repair, IT Asset Distribution & Tracking.
- **Technical Support:** Level 1 & 2 Help Desk Support, Troubleshooting, User Training, Cyber Security Awareness.
- **Multimedia & Audio:** 3D Modelling (Blender), Adobe Premiere Pro, Live Sound Reinforcement, Digital Audio Workstations (DAW), Audio Mixing & Restoration.
- **Professional:** Technical Communication, Rapid Prototyping, Process Improvement, Stakeholder Management.

PROFESSIONAL EXPERIENCE

yourtown

2024 – 2025

IT Asset Officer

Brisbane CBD, QLD

- Manage the full lifecycle of IT hardware assets, including procurement, distribution, and tracking for a large-scale fleet.
- Perform Operating System re-imaging and software configuration for desktops and laptops to ensure "ready-to-use" deployment.
- Provide Level 1 and Level 2 IT support via ServiceNow, resolving technical incidents and service requests efficiently.
- **Key Achievement:** Managed the deployment of a significant laptop fleet for a new business branch; implemented process improvements for device setup adopted by the Service Desk team.
- Maintain high hardware functionality through consistent diagnostics, testing, and physical repairs.

yourtown

2023 – 2024

Digital Marketing Trainee

Loganholme, QLD

- Produced and edited high-quality video content for marketing campaigns using Adobe Premiere Pro.
- Developed and maintained organizational websites using the Wix CMS, ensuring accessibility and performance.
- Designed professional marketing collateral and internal documentation using Canva.
- Facilitated cyber security awareness training initiatives for staff.

Anonymous Contractor

2020 – 2021

Video/Audio & Document Editor

Remote

- Executed complex audio replacement projects, substituting foreign language voice-overs with English tracks while preserving original SFX and BGM.
- Performed high-fidelity audio restoration and bit-rate enhancement for professional media projects.
- Managed accurate data entry and formatting for corporate PowerPoint presentations.

Shane St James (Contract)

2016 – Present

Sound Operator & Stagehand

Various Locations

- Oversee live audio production, managing sound effects, monitor mixes, and volume levels for touring performances.
- Coordinate complex stage setups, including lighting rigs, signal routing, and technical equipment arrangement.

Springwood Library

2018 – 2018

Library Hand

Springwood, QLD

- Managed inventory organization and sorting of book returns.
- Assisted patrons with technical inquiries and location of resources.

PROJECTS & PORTFOLIO

- **Independent IT Solutions (Startup):** Establishing a local IT consultancy providing custom PC builds, hardware maintenance, and home-office networking for residential clients.
- **Audio Engineering & Production:** Skilled technician for live and recorded performances; experienced in multi-track recording and high-fidelity audio restoration.
- **3D Modelling & Animation:** Developed 3D assets and environmental animations using Blender for professional creative projects.
- **Web Portfolio:** Maintain kierenstjames.one as a showcase for technical skills and multimedia projects.

EDUCATION & CERTIFICATIONS

- **Certificate I in Workplace Skills** | Axiom College (2024)
- **Certificate III in Information Technology (Game Development)** | Lightmare Studios (2019)
- **Certificate III in Hospitality** (2022)
- **Queensland Certificate of Education (QCE)** | Springwood State High School (2019)
- **Certifications:** White Card, Blue Card (WWC), Responsible Service of Alcohol (RSA), RSG.

REFERENCES**Daniel Kempson**

Former Senior IT Service Desk Member, yourtown

*Full Letter of Recommendation and professional details available upon request.***Toni O'Neil**

Business Manager, Australia's Own Hypnotist

*Professional contact details available upon request.***Shane St James**

Director / Lead Performer, Australia's Own Hypnotist

Professional contact details available upon request.