

# Mauritz Erick

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## CAREER OBJECTIVE

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To secure a long-term fulltime IT Operations Analyst position at The Star which enables me to use my experience and educational skills to make a positive contribution to the work environment and become an integral part of the company.

## SUMMARY

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Skilled IT officer and have proven experience in customer services especially in gaming and technology environment. Additionally, I am customer focused, extremely organized and results-oriented, professional and capable to identify deficiencies and potential opportunities for improving business functionality.

## TECHNICAL PROFICIENCIES

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Platforms: Linux (OpenSuse, Ubuntu, Debian), Windows XP/Vista/7/10, Mac OS, Unix (Solaris, HP-UX)

Networking: TCP/IP, ISO/OSI, Ethernet, SSH, SecureID, SMS/SQL

Tools: SVN/GIT, MATLAB, Packet Tracer,  
Microsoft Azure, Virtual Box, Wireshark, Zendesk

## PROFESSIONAL EXPERIENCE

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**Interpro People**, Sydney

**IT System Administrator**, May 2020 – PRESENT

- Provide level 1 to 2 helpdesk support to resolve incidents with Zendesk ticketing system.
- Software installations for future employees' devices such as Kaspersky, Office 365, Splashtop streamer, and VOP.
- Performed application support such O365, SharePoint, MS Teams, OKI Printers, Keri System, to both internal and external users.
- Making sure all desktop applications, workstations, and related IT equipment problems are resolved in a timely manner with least disruptions.
- Performed network mapping activities and server migration through Microsoft Azure.

**AWD Digital Solution, Melbourne**  
**Technical Support, 2015 – 2016**

- Server installations and training prospective clients to understand the concept of server and how to manage and troubleshoot the server.
- Troubleshoot system and network problems, diagnosing and solving hardware or software results.
- Set up AD accounts and profiles and deal with OU issues.

**Digital Learning and Teaching Victoria (RMIT), Melbourne**  
**Casual Service Desk Analyst, 2013 – 2015**

- Provide the first point of contact for technical support to all internal stakeholders via phone, email, and Skype.
- Maintain excellent customer service, ensuring that customer service delivery is timely and efficient and meets both the customers' needs and service level standards.
- Train and knowledge transfer to the new help desk starters while working in coordination with other departments when new changes and issues come up.
- Maintain a high level of product knowledge and updates any documentation as required.
- Monitor and escalate incidents and requests in accordance with the procedures and protocol.

**The Star, Sydney**  
**Table Games Dealer, 2017 – Present**

- Provides a high level of guest services and promoted positive attitude to the guests.
- Maintained honesty and integrity of assigned games.
- Accountable for up to \$500,000 worth of casino chips on active table.
- Ensure table's security is met and report table game's performance to the gaming manager if necessary.

## **EDUCATION & CREDENTIALS**

**Bachelor of Computer & Network Engineering (Hons)**  
RMIT University, Melbourne, Victoria

**Professional Certifications**

- Cert. III in Retail Operations
- Cert. I in Optical Fiber Cabling Techniques
- Juniper Networks Certified Associate