

**Address:**  
PO Box 5302  
CLAYTON VIC 3168

**Mobile:** 0414 766 544  
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**Email:** [peter@slix.net](mailto:peter@slix.net)

## Personal Details

# Peter John Restaino

**Date Of Birth:** 29<sup>th</sup> June 1981  
**Age:** 25  
**Marital Status:** Single  
**Driver's Licence:** Yes  
**Languages Spoken:** English and Italian

## Career Objectives

I enjoy working with people, both customers and fellow professionals, and I believe that I have well-developed communication and interpersonal skills. Furthermore, I enjoy working in a fast, diverse and challenging industry that develops my experiences and pushes my mental expectations.

## Education

**Secondary:** 1993 – 1998  
**Salesian College Chadstone**  
Bosco Street  
CHADSTONE VIC 3148  
(03) 9807 2644

- Completed VCE Year 11 & 12
  - English
  - Further Maths
  - Information Technology
  - Legal Studies
  - Business Management

**Tertiary:** 2000 – Present  
**Holmesglen Institute Of TAFE (Chadstone Campus)**  
Batesford Rd  
CHADSTONE VIC 3148  
(03) 9564 1555

- Successfully Completed MCSE NT 4.0 Administration
- Successfully Completed MCSE NT 4.0 Core Technologies
- Successfully Completed MCSE NT 4.0 Enterprise Technologies
- Successfully Completed CCNA Cisco Certified Network Associate
- Successfully Passed MCP Examination for NT 4.0 Server
- Successfully Completed MCSE Windows 2000 Server

## Work Experience



**19<sup>th</sup> January 2007 – Present Day**

### **Telstra**

301 Burwood Road  
BURWOOD VIC 3186

#### **Job Description**

##### Sales Professional

- Contact existing Telstra customers by phone to review their Telstra services and provide account analysis
- Examine Fixed and Internet accounts to provide the best value for money and change plans or offer rewards if eligible
- Cross-sell to Broadband or Dial-Up internet packages to provide customers with a full range of Telstra products/service
- Provide customer service by answering enquiries of a range issues or questions regarding Telstra products
- Offer an in-depth knowledge and understanding of all of Telstra services, offers, rewards and options for individual customer needs
- Inform customers of changes that have been made and provide solutions that fit the customers needs
- Handle customer complaints and provide tangible and realistic solutions while being courteous and respectful



**10<sup>th</sup> May 2004 – 19<sup>th</sup> January 2007**

### **Calculator & Organiser King**

33 Park Street  
SOUTH MELBOURNE VIC 3205  
**(03) 9696 3366**

#### **Job Description**

##### Retail Sales Representative

- Assist customers in product inquiries
- Inform and sell various organisers and accessories
- Research and keep up-to-date with the latest in technology
  - *PalmOne Organisers*
  - *Pocket PC Organiser*
  - *Portable and Transferable GPS Satellite Navigation*
  - *Converged Mobile Phone and PDAs*
  - *Wireless Technology*
- Assist in support calls to various customer via phone or in person
  - *Solve installation queries*
  - *Troubleshoot many organiser problems*
  - *Provide support in the exchange of faulty products*
  - *Deliver a solution that fits the customers needs*
- Maintain a professional shopfront and work area



**18<sup>th</sup> February 2002 – 20<sup>th</sup> August 2003**

**Softlogic Australia Pty Ltd**

2A, 7-9 Gilby Rd  
MOUNT WAVERLEY VIC 3149  
**(03) 9543 8566**

**Job Description**

Network Technician

- Offsite and Onsite support for many businesses
- Telephone support with clients
- Assembling and configuring of servers and desktops
- Solution providing for many varied networks
- Experience in Installing and Configuring
  - *Windows 2000 Server & Professional*
  - *Customised software (Swift)*
  - *Riello UPS' (Hardware & Software)*
  - *Basic Exchange and Veritas Backup Exec exposure.*
- Held support contracts for
  - *Metricon Homes Pty Ltd (over 10 months)*
  - *Mentone Grammar School (2 Weeks)*



**23<sup>rd</sup> August 2000 – 28<sup>th</sup> June 2001**

**DESA Australia Pty Ltd**

184 Grange Rd  
FAIRFIELD VIC 3078  
**(03) 9490 3642**

**Job Description**

Network Administrator

- Resolving computer issues with clients (internal)
- Responsible for the condition of the network (client side)
- Assembling and maintenance of computer systems

**IT support  
network**

**10<sup>th</sup> February 1999 – 12<sup>th</sup> April 2000**

**IT Support Network**

Level 3, 566 St. Kilda Rd  
MELBOURNE VIC 3000  
**(03) 9525 0300**

**Job Description**

Network Technician

- Experience in Installing and Configuring
  - *Microsoft SBS BackOffice Server 4.5*
  - *Microsoft Windows NT Server & Workstation 4.0*
  - *Microsoft Windows 95 & 98*
  - *Internet and Email Accounts*
  - *Hardware and the construction of systems*
  - *Network and Printer peripherals*
- Establish networks between servers and clients
- Assembling computer systems
- Technical Support both personal and via telephone

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## Interests

- Photography
- Formula One Racing
- Watching movies
- Sharing a coffee amongst friends

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## References

**Mr. Peter Nadler**  
**Organiser & Calculator King**  
33 Park Street  
SOUTH MELBOURNE VIC 3205  
**(03) 9696 3366**  
[petern@calculatorking.com.au](mailto:petern@calculatorking.com.au)

**Mr. Prasanna Premachandra, Director**  
**Softlogic Australia Pty Ltd**  
2A, 7-9 Gilby Rd  
MOUNT WAVERLEY VIC 3169  
**0408 611 322**  
[prasanna@softlogic.com.au](mailto:prasanna@softlogic.com.au)

**Mr. Claudio Saliba, Accountant B.Ec, A.C.A.**  
**Johnson Partners Pty**  
2<sup>nd</sup> Floor, Riverwalk Complex  
649 Bridge Road  
RICHMOND VIC 3121  
**(03) 9421 4488**  
[claudes@johnsonpartners.com.au](mailto:claudes@johnsonpartners.com.au)

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