

Richard O'Rourke

IT Support Engineer at Qualcomm Systems

W: <http://www.worky.com/richard-orourke>

7+ Years IT Experience in Multimedia and Technical Support.

Currently studying towards a development qualification, hope to start development role in the next couple of years.

Professional Experience

2010 - Present **Qualcom Systems - IT Support Engineer**

Customer focused IT support.

Key Skills IT support

2008 - 2009 **Department of Health, WA - IT Helpdesk/Technical Support**

Assisting all levels of staff with their IT needs across 6 major and several other hospitals and clinics in the Perth region. High turnover of calls and a large workforce to support on many differing applications.

2008 - 2008 **Macmahon - IT Helpdesk Technical Support**

2006 - 2007 **Soft-ex - IT Helpdesk/Technical Support**

2007 - 2007 **Department of Commerce, NSW - IT Helpdesk/Technical Support**

2005 - 2006 **Transware plc - Multimedia Localiser**

Education and Qualifications

2013 **Bachelor/Degree - (hons) Business Information Systems, Information Technology**
National College of Ireland

2007 **Diploma - , Event Management and PR**
Dublin Business School

2002 **Certificate - , IT**
CCFS