

# Josh Pugh

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## Profile

I am a recent graduate from Flinders University's Bachelor of Behavioural Science (Psychology) and am currently studying a Bachelor of Laws at the University of Adelaide. I have experience working in small and medium sized businesses, as well as being an Independent I.T. Contractor & Consultant for the past 5 years.

## Experience

### IT & TECHNOLOGY CONSULTANT (PARTNER & CO-FOUNDER), IT ADVOCATE, 2009-PRESENT

Brand independent consultancy and customer advisor relating to I.T. and technological products and services. I.T. Advocate is a new start-up offering advice and support to individuals, small businesses and corporate entities.

### FREELANCE WEBSITE PROGRAMMING AND DEVELOPMENT & ON-SITE SUPPORT CONTRACTOR, 2005-PRESENT

Website design, development and creation using such products as Dreamweaver, Flash, Photoshop and Illustrator. Involves heavy interaction and communication between myself and clients, as well as skills in programming (languages listed below) and design. Requires strict time-management to complete projects within specified timeframes and to a quality demanded by the client. Also contracted to visit homes and businesses to diagnose and repair faults. Some examples of work:

#### Tuckwins.com.au

Site Design & Creation

HTML, CSS, JavaScript

#### ALSAConference.com.au

Site Design, Creation & PHP Registration  
HTML, PHP, CSS, JavaScript, Ajax, MySQL

#### Nike+ Running Monitor

Facebook Application - 45,000 Users  
PHP, HTML, CSS, MySQL

### WAITER, STAMPS RESTAURANT, 2008-2010

Casual employment as a front of house, "responsible" (Responsible Service of Alcohol) waiter. Maintaining the quality of the restaurant and improving the experience for the customer is of fundamental importance to employment; as well as co-operation between other staff, which is essential to having the restaurant function properly on busy afternoons and evenings.

### WAITER & BAR STAFF, THE ROLLING PIN, 2006-2008

Employed casually as a waiter and then later promoted to senior bar staff manager in a busy catering business. Due to the nature of catering, the specifics of each job would differ significantly and would require effective communication between the client, and all staff members; who on many occasions were managed by myself.

### CUSTOMER SERVICE, SALES & TECHNICAL SUPPORT, ESCAPENET, 2005-2006

A full-time role based in an Adelaide Internet Service Provider, answering and making calls for technical support, customer enquiries and sales. Also responsible for software and hardware repair of customer's computers.

### CUSTOMER SERVICE, SALES & I.T. TECHNICAL SUPPORT, THE ELECTRIC LIME, 2001-2005

Casual work in a small Adelaide retail business. The role consisted of primarily customer service and sales, as well as management of other staff and responsibilities for the shop-front. Secondary role (still continuing) is independent I.T. advice and support.

## Committees & Affiliations

Australian Law Students' Association (ALSA) Conference 2010 — I.T. Manager & Sponsorship Officer

Apple Developer's License — Mac & iPhone Programming

## Education

University of Adelaide — Bachelor of Laws (Graduate Entry), 2009-Present

Flinders University — Bachelor of Behavioural Science (Psychology), 2006-2008 (Credit-Distinction Average)

Prince Alfred College — Reception-12, 1992-2004

## Skills

### Software

Virus/Error Recovery & Repair  
Microsoft Windows 95 - '7'  
Mac OS X  
Microsoft Office & iWork  
Networking & Internet

### Hardware

Installation & Setup  
Component Replacement  
Repair Diagnostics  
Peripheral Configuration

### Programming

mySQL  
PHP  
JavaScript  
Ajax  
CSS

### Consultancy

Personal Desktop & Laptop  
Small Business & Corporate  
Project Management

Brand independent advice

## Referrals

Mrs. Sue Moore  
The Electric Lime Co-owner  
TEL (08) 8332 3283

Mr. Stavros Patiniotis  
EscapeNet General Manager  
TEL (08) 8292 5200  
MOB 0407 157 007

Mrs. Anita Allan  
Stamps Restaurant Owner  
MOB 0417 857 095