

James McPherson

 13 Balsam Link Stirling, WA, 6021
 +61450289359
 mcperson@programmer.net
 jamesmcperson.com.au
 linkedin.com/in/james-joseph-mcpherson

Education & Training

 **Graduate Diploma of Cyber Security**
Edith Cowan University 2019 - Deferred

Activities and Societies: CSI6201 Networking Technologies introduces students to contemporary networking concepts with a focus on infrastructure and its application in business and communication services. Students examine the principles, processes and technologies associated with data communications and computer networking, applications of the major carriage media and communications standards


Accelerated Online Course -- differed

 **BA - Communications & Media Studies**
The University of Western Australia 2017 - 2018

Communication and Media Studies is one of the most exciting and rapidly evolving areas of study. What we know about the world, and how we act in it, is critically related to the use of communication technologies, from language to screen, and from text to image. This major provides students with essential knowledge about a range of media processes, including journalism, film making, game design and strategic communication, as well as practical communication and digital skills relevant to media, communication and other key professional areas. Communication and Media Studies provides students with the skills to succeed in a rapidly changing international media and communications environment.

 **Cert III & IV in Fitness**
Australian Institute of Fitness 2017 - 2018

Online Personal Training Course - Self Paced

 **Cert II in Security Operations, Cert II in Crowd Control & Provide First Aid**
Crown College 2016 - 2016

 **West Australian Certificate of Education**
Sacred Heart College Sorrento 2007 - 2011

Media & Communications 3A/B, Literature 3A/B, Biology 3A/B,
Drama 3A/B, Information Technology 3A/B
Direct UWA Entrance Via ATAR

Professional Affiliations

 **Student Member**
Australian Computer Society (ACS)
Issued Sep 2019 · No Expiration Date

Employment History

 **Technical Support Officer** February 2020
DHS Australia - June 2020


Installed, configured & launched a proxied local Ubuntu 16 LTS server W/Apache, public_html FTP server to host WordPress, integrating MP4 Articulate screen recordings in HTML/PHP Remotely accessed Windows 7/10 desktops & laptops via PsExec.exe in CMD, through the DHS network, identified and managed with their respective IP addresses -- editing config.ini's to troubleshoot user cloud updates to the Host NEC server. Created Infographics to promote the effective utility of keyboard shortcuts & optimal efficiency in the workplace. Set up multiple NUC PC's, a Windows Desktop + a Ubuntu Server from scratch according to workplace ergonomic standards W/ cable management.

 **Media & Marketing Internship** July 2018 -
The University of Western Australia September 2018


In this position I was exposed to working in a professional office environment. My primary duties involved producing promotional content for the University to promote their Study Overseas and Student Exchange programs. I was required to produce several Video productions and info-graphics which are currently being used by the University. This role involved liaising with my Supervisor and working with a team to produce media that is consistent with the values and ideologies of UWA. In this position I made use of the Adobe Creative Suite.

 **Front-End Web Developer** November 2017
The Bank of Mum & Dad - Credi.com

To be eligible, I was required to compose a webpage with Angular JS (JavaScript framework) to feed and display data dynamically from an API endpoint. During my brief time at Credi, I was exposed to working in an Agile environment alongside a startup team. In this position I became familiar with Ubuntu 14 LTS, Vagrant, Gitlab, MySQL, Visual Code and Google Developer tools. In this role I predominantly I focused on correcting interface issues and minor page aesthetics as per the tickets (iobs) i received via Atlassian.

 **Security Control Room Operator** May 2017 -
Alarm Monitoring Operator October 2017

In this position I worked in the Belmont Headquarters for Wilson Security. My duties involved working alongside a close-knit team to effectively monitor and dispatch security patrols as required, in addition to management and updating of various data within the Microsoft Office Suit (Excel, Word, and Outlook).

 **Alarm Monitoring Operator** October 2016
Threat Protect Australia - April 2017

In this position I worked alongside a team in managing and responding to alarm activations and alarm technician queries. In addition, the job involved liaising with clients, Patrols and Emergency Services over an IP Phone. Using custom alarm monitoring software, ADSW, my team and I were monitored via back-end statistics to ensure that we maintain an efficient and accurate response rate to all activations. In this position I was exposed to both the hardware and software involved in Alarm

Employment History – part 2

Security Guard & Crowd Controller **NPB Security Australia**

August 2016 – December 2016

With NPB, I worked in varied Security roles across Perth CBD. I worked as a 'bag-checker' and static guard at Subiaco Stadium and as a Front-Door Guard, checking and verifying the ID's of patrons at Badlands Bar.

Customer Service Technician **Wilson Parking Burswood**

August 2014 – February 2018

As an ongoing Casual in this position, I was required to respond to customer queries and requests via intercom through the Burswood Casino APM's in the Undercroft Carpark as well as in the more recent MultiStorey. This role involved repairing boom-gates and APM machine faults as required. From Late 2014-2015 the position expanded to Traffic Control around Crown Metropol, Wilsons provided training and certification in Traffic Management and Traffic Control through Kenlyn Training. Shifts often arose due to events and functions at the premise, making this employment both dynamic and variable.

Customer Service Representative **Spotlight Innaloo**

February 2013 - March 2014

In this position I learned to excel at customer service and operating a computerised cash register with efficiency. My duties involved Refunds, Stocktake and responding positively and effectively to customer enquires.

Car Wash Attendant & Detailer **Carwash LSM**

January 2013 – May 2013

In this role I worked solo, maintaining positive customer relations with Car-Wash patrons and assisting as required with machines/change. This position involved manually washing and detailing cars to customer satisfaction as well as the responsibility of locking up and packing up at the end of the day.

References

Ms Diane McLaren

Manager Careers
Careers



Address

Careers
The University of Western Australia (M302)
35 Stirling Highway
PERTH WA 6009
Australia

Telephone number

+61 8 6488 2430

Mailbag delivery point

M302

Email address

diane.mclaren@uwa.edu.au

Certifications



Crowd Control
Crown Training Academy



Motor Vehicle Transporters (Class C License)
Department of Transport, Western Australia



Security Officer
Crown Training Academy



Traffic Control Technician (TCT)
KENLYN CONTRACTORS, INC.



Peter Robinson

Assistant Professor
Senior Lecturer, Faculty of Arts, Business, Law and Education, Accounting and Finance

Email
peter.robinson@uwa.edu.au

The University of Western
Australia (M261), 35 Stirling
Highway,
6009 Perth
Australia

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