

Stefan Gislason

 Giza88

—  stefan-gislason

—  stefangislason@outlook.com

—  02108182178

OBJECTIVE

Early-career IT professional with hands-on experience in onboarding, troubleshooting, access management, and customer support across Datacom and CityFitness. Seeking an IT support or service desk role where I can deepen my technical capability while delivering reliable, clear, and confident assistance to users.

WORK EXPERIENCE

Datacom — ANZ Application Services Team Apr 2026 – Jun 2026

Supported onboarding workflows, troubleshooting, access requests, and application-related queries. Guided users through account setup, MFA, permissions, and new system onboarding.

PawMatch.fit — Independent Developer Sep 2025 – Present

Designed and built user-facing features with a focus on usability and accessibility. Managed full development lifecycle from planning to deployment.

CityFitness — Receptionist / Customer Support Feb 2025 – Present

Delivered front-line support and guided customers through onboarding and digital systems. Managed accounts, payments, and system navigation for new members.

Various Auckland Venues — Chef & Team Leader 2009 – 2018

Led kitchen teams and coordinated operations in high-pressure environments. Developed leadership, time management, and problem-solving skills.

EDUCATION

Open Polytechnic of New Zealand New Zealand Diploma in IT (Level 5) 2025–2026

Toi Ohomai — Windermere Campus NZ Certificate in IT Essentials (Level 4) 2024

CERTIFICATIONS

- Google IT Support Professional Certificate
- Introduction to Cybersecurity — Cisco
- Introduction to Generative AI — Google
- AI For Everyone — Coursera
- NZ Certificate in IT Essentials (Level 4)
- NZ Certificate in Computing (Level 2)
- NZ Diploma in Information Technology (Level 5)

TECHNICAL SKILLS

Troubleshooting & Access Workflows	MFA setup, onboarding, account provisioning, permissions
Front-End Development	HTML, CSS, JavaScript
Application Support	Digital systems navigation, issue resolution
AI-Assisted Workflows	Cursor, GitHub Copilot, Perplexity
UI/UX Awareness	Basic design principles, user-focused improvements

SOFT SKILLS

Communication	Clear and professional communication across teams
Problem-Solving	Strong analytical thinking and structured troubleshooting
Accuracy	Attention to detail and consistent execution
Teamwork	Collaborative work in technical environments
Adaptability	Curiosity-driven learning and rapid skill development

REFERENCES

Available upon request.