

RYDER REID

MANAGER

0456 444 667 | shadowjreid@gmail.com | Horsham, Victoria

PROFILE

IT student from Regional Victoria currently completing a Certificate III in Information Technology with a strong interest in cybersecurity and network infrastructure. Experienced in technical troubleshooting, networking fundamentals, and leadership through managing operations in a fast-paced workplace. Skilled in supervising staff, maintaining POS and ordering systems, and ensuring efficient daily operations while supporting team performance and customer service.

WORK EXPERIENCE

MANAGER

Hotbox Kebabs

March 2024 - Present

- Oversaw daily operations, ensuring efficient service and customer satisfaction.
 - Operated, set up, and maintained systems including POS, Uber Eats, and inventory, troubleshooting technical issues when needed.
 - Trained new staff and supported team workflow to maintain company standards.
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EDUCATION

Horsham College

2022 - Present

Victorian Certificate of Education

Federation University Australia

2025 - Present

Certificate III Information Technology

CERTIFICATIONS

- Cisco IT Essentials
- Cisco Hardware and Upgrade Support
- Cisco Network Support and Security

SKILLS

- Leadership & Team Management
- Hospitality Industry
- IT & Networking
- Technical Support
- Hardware Installation

AWARDS

Certificate of Excellence - 2025

Presented for high achievement in the Information Technology program delivered by Federation TAFE.