

Sebastian Keet

<https://person2099.github.io> | developer_2099@icloud.com

Tech-curious and customer-focused Computer Science student with hands-on experience in IT support, solution delivery, and cross-platform systems management. Skilled in troubleshooting, system maintenance, and process improvement, with a track record of delivering impactful technology solutions and fostering user confidence.

WORK EXPERIENCE

Apple Inc. August 2024–Present
Product Specialist, Chadstone, Victoria

- Built strong customer relationships while providing tailored solutions and educating users on system capabilities resulting in a personal NPS of 99 based on 151 responses for 2025.
- Delivered technical and product support, troubleshooting issues for customers across multiple devices and platforms.
- Assisted in configuring and supporting enterprise and personal devices, including iOS and macOS.
- Supported cross-functional teams by maintaining operational workflows and visual merchandising for product launches.
- Fostered team knowledge sharing and collaboration, creating a learning-focused environment.

Monash Automation April 2025–Present
Systems and Infrastructure Officer, Clayton, Victoria

- Designed and launched an automated 3D printing service adopted by 80+ team members, translating user needs into a reliable self-service solution.
- Drove continuous improvement of internal tooling and workflows, identifying process gaps and implementing solutions (ArgoCD deployment pipeline, containerised services) that reduced manual overhead and improved system reliability.
- Architected and deployed a full Ubiquiti/Cisco networking stack and Proxmox virtualisation environment, managing VMs and containerised workloads via Docker and ArgoCD providing reliable, scalable infrastructure for the organisation's day-to-day operations.
- Deployed a Netbird zero-trust network overlay to secure internal service access across the organisation, complemented by a service uptime dashboard providing real-time visibility into infrastructure health for the team.

Officeworks LTD November 2021–August 2024
Floor Manager, Chadstone, Victoria February 2023–August 2024

- Led store operations, managing systems for Click & Collect, customer feedback, and warranty services.
- Troubleshoot technical and process-related issues efficiently under time-sensitive conditions.
- Supervised teams to ensure service compliance and high customer satisfaction levels.

Apple Champion+, Chadstone, Victoria

October 2022-August 2024

- Managed and maintained Apple demo devices, including Macs, iPads, iPhones, and HomePods.
- Provided technical advice and hands-on guidance to staff and customers.
- Delivered customised device setups and solutions for enterprise and consumer users.

Retail Assistant, Chadstone, Victoria

November 2021-February 2023

- Provided technology-focused customer service and processed sales, returns, and technical queries.
- Assisted in inventory management and system setup for new devices and software.

EDUCATION

Monash University, Clayton, Victoria

Bachelor of Computer Science

November 2026

- **PROJECT** - Simplistic Pong (iOS/iPadOS Game)
Developed and released a mobile game to the App Store based on the popular game table tennis. Rated as 5/5 from 15+ Reviews.
- **PROJECT** - HTTP/S Responses (iOS/iPadOS Game)
Created an app to help web developers understand HTTP/S response codes.

TECHNICAL SKILLS

- IT Support & Service Delivery: Windows, macOS, Linux, device setup, hardware repair
- Scripting & Automation: PowerShell, batch processing.
- Cloud & Systems: Active Directory, SQL, AWS and Azure services.
- ITIL Awareness and service management concepts

PATENTS, PUBLICATIONS, CERTIFICATIONS, AND AWARDS

- **CERTIFICATION** - HLTAID009/010/011 CPR, Basic Emergency Life Support, First Aid (2023)
- **AWARD** - Australia National Robotics Championship – 4th place (2019)
- **AWARD** - Victoria State Robotics Championship – 4th place (2018)