

Chantal Hurd

“Thanks to the relationship between the University of Ballarat and IBM, I have a rewarding and exciting career with one of the biggest companies in the world (IBM). This would not have been possible in a metropolitan University - something well worth considering when thinking about studying Information Technology.”

After completing VCE at Ballarat High School, Chantal Hurd commenced the double degree of Bachelor of Computing/Bachelor of Commerce at the University of Ballarat and is now employed as an Operations Manager with IBM.

“IBM and the University of Ballarat have a unique relationship where many of their employees are recruited while they are studying. I was fortunate enough to be selected as a successful candidate for the Ballarat Client Service Centre (CSC). In 1999 I joined a small team, providing technical support for an Internet Service Provider. Since then the CSC grow has grown to over 400 employees supporting over 80 clients – a team which has won us two National Helpdesk of the Year awards and, most recently, the national Customer Service Institute of Australia award.

“Naturally with such growth there are numerous opportunities for career progression. After working in a range of projects, recruitment, team leadership roles, I am now Operations Manager for a team of around 70 employees.

“I manage a team of around 70 employees who support a number of clients. I also have a responsibility for ensuring that our team runs efficiently and in a cost effective manner to deliver quality service to our clients.

“I’ve always wanted a career which is challenging, exciting and rewarding – IBM has definitely given me an opportunity to experience all of those things, and since my very first day as an IBM employee I have not looked back.”

Further comments about your experience at the University of Ballarat...

The University of Ballarat is definitely unique in that you have lecturers and tutors within easy reach to help with anything you need from an educational perspective. In addition to this,
