

Amrit Sandhu

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PERSONAL STATEMENT

I have completed Master of Information Technology in February 2020 and I have been working as Customer Service in Marcellina since December 2018. I am hoping to obtain IT help desk position that promotes growth, and I can contribute my strong background, and a compassionate nature to provide excellence in your company.

EDUCATION

Apr-20 – Mar-21 (expected)	Professional Year Program Navitas Professional
Feb-18 – Feb-20	Master of Information Technology Flinders University, South Australia
Jul-14 – Jun-16	Bachelor of Science GNDU, Punjab, India

EMPLOYMENT

Dec-18- Present	Marcellina, Customer Service Assistant Adelaide, South Australia
	<ul style="list-style-type: none">• Taking orders on computer• Managing and prioritise tasks• Suggesting customers on different choices• Taking ownership of customer requests and problems• Maintaining a high degree of customer service for all support queries
Feb-19- Present	RSL CARE SA, (Morlancourt), Care Worker Angle Park, SA
	<ul style="list-style-type: none">• Tend to meet daily living and personal requirements within the plan of care, with consideration of individual preferences including clients' physical, spiritual, and social needs.• Display knowledge of, and work within, the policies and procedures instructions.• Always promote the importance of a strong customer focus.

UNIVERSITY PROJECTS

Aug-19 - Nov-19	Online Magazine Management System
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It was group project in which we created important functionalities of online Magazine and I got following skills:

- Creating online file library
- Creating online advertising
- Managing subscriptions
- Managing community forums
- Teamworking

Jun-18 -
Sep-18

Parking Helper App

This project was about creating an app to book parking lots for shopping centres, hospitals and universities even before one is leaving from home. Moreover, one can check how many parking lots are available before going to the place. This project included:

- An application, database and network of devices working together
- An almost entirely automatic system
- A booking system for parking locations
- Growing support for new locations

SKILLS & CERTIFICATES/CLEARANCES

Languages: English, Punjabi and Hindi

Certificates:

- Phone Based Customer Service Certificate
- SA Driver License
- Manual Handling
- DHS Screening Clearance
- National Police Clearance
- First Aid & CPR Certificate
- Basic Life Support Certificate

Technical Skills:

- Experience in using basic Microsoft Office Pack: Word, Excel, Access, Publisher, Outlook, PowerPoint, Canva and Google slides
- Basic knowledge of user interface communication
- Familiar with Linux and Unix
- Data Entry
- Technical Writing

Soft Skills:

- Active Listener
- Leadership
- Problem solving
- Responsible
- Well-Organised

REFEREES:

Available upon request