

ANGAD SINGH BAJWA

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SUMMARY

A motivated and hardworking final-year Information & Communication Technology student at Swinburne University of Technology. Innovative and creative, I am eager to contribute ideas, learn new skills, and uphold values of honesty and integrity. Actively seeking opportunities to gain hands-on experience and expand my knowledge.

EDUCATION

Bachelor's In Information and Communication Technology
Swinburne University of Technology

March 2021 – December 2024
Hawthorn, Melbourne

- **GPA - 3.7/4.0**
- Dean's list of highest achievers 2023
- Topper of Enterprise Systems unit
- Achieved Career Development & Industry Experience certificates

SKILLS

- **MS Office Suite**
- **Enterprise Systems** (SAP Fiori, QAD)
- **Ticketing Systems** (Zendesk, JIRA)
- **Project Management** (Confluence, Trello)
- **UX/UI Designing** (Figma, Adobe XD)
- **Business Process Analysis** (Requirement Analysis, Bizagi Modelling, Agile development, Power BI)
- **Team & Time Management**
- **Web languages** (HTML, CSS, JavaScript, D3.js)
- **Programming** (Ruby, Python)
- **Backend Languages** (PHP, MySQL)
- **IT Support** (MS Admin, Azure AD, MS Exchange, Active Directory, TeamViewer)
- **Hardware** (Swapping batteries, RAMs, SSDs)
- **Documentation & Customer Service**
- **Troubleshooting & Communication**

WORK EXPERIENCE

IT and Multimedia Consultant – Volunteer
Marwo Organisation

March 2024 – July 2024
Remote

- Provide assistance and recommendations with IT issues.
- Create and support website and social media contents.
- Support fellow volunteers to use computers and software.

Retail Team Member
IGA Cannons

August 2023 - February 2024

- Managed the dairy & produce departments
- Ensured fresh and appealing display
- Engaged with customers who need help

IT Support Analyst

June 2022 – July 2023

ANCA CNC Machines

Bayswater North, Melbourne, VIC

- Assisting ANCA IT team on day today support issues globally.
- Assisted IT onboarding process for more than 50 ANCA users.
- Replaced ANCA's old IT system with about 150 laptop replacements.
- Moved laptops from domain join process to Autopilot process.
- Ensured smooth migration of VPN to CATO VPN and Email security system to an A.I based Checkpoint system.
- Implemented Securden privilege Manager (administrative control) companywide.

Grocery Assistant San Andres	December 2022 – June 2022 Watergardens, Melbourne
<ul style="list-style-type: none">• Assisted customers by providing information• Stock shelves, backup stores and displays.• Receiving, sorting, and checking invoices.	

Student Consultant - Volunteer The BEN (Business Education Network)	November 2022 – December 2022 Remote
<ul style="list-style-type: none">• Worked in a student consulting team to prepare a business report.• Did research on current market trends relating to the organisation.• Performed competitor analysis specific to the organisation.	

PROJECTS

Identity & Access Management System https://github.com/AngadB013/IAM-Website	HTML, CSS, JS, MySQL, PHP, Git Console, XAMPP, VS Code March – May 2024
<ul style="list-style-type: none">• An IAM system developed for age care facilities. This system empowers admins to view, add, remove staff, reset passwords, and enable Multi-Factor Authentication (MFA)• Added a robust user authentication system with password hashing, good security practices and used other cyber security practices. Created a log monitoring page that saves users activity automatically.• Built a system for finance and medical staff to view uploaders and timestamps for medical and finance reports, along with download and deletion capabilities.	
Data Visualisation - Visualising Global Doctor Migration and Its Economic Correlations https://angadb013.github.io/Data-Visualisation/assignment/index.html	HTML, CSS, D3.js March – May 2024
<ul style="list-style-type: none">• Project aimed to provide comprehensive insights into the migration patterns of doctors and their correlation with economic indicators such as GDP.• The visualisations created includes choropleth map, line charts, scatter plot, and tree map.• Special features include tooltips, zoom functionality, search functionality, year slider and colour-blind feature.	

CERTIFICATIONS

Google IT Support Professional: https://coursera.org/share/4829a1017fd420c4d5e90e52b276fb92
Oracle Certified Foundations Associate: https://catalog-education.oracle.com/pls/certview/sharebadge?id=D2A98F6E69D07EBED60AAD3DEF0766A33DF4E9042BEB48C9DB288A8EB871DC4B

REFERENCES

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