

ANGAD SINGH BAJWA

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SUMMARY

Honest and dedicated Information & Communication Technology professional with over 15 months of hands-on experience providing technical support to over 1,000 users globally. Proven ability in providing efficient technical solutions, supporting IT infrastructures & migrations, and driving user satisfaction across diverse environments. Skilled in communication, problem-solving, and customer service, I am ready to take on new challenges and contribute to the success of your IT operations and relocate as needed.

EDUCATION

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

March 2021 – November 2024
Hawthorn, Melbourne

- **GPA - 3.75/4.0**
- Dean's list of highest achievers 2023
- Highest grader in Enterprise Systems unit
- Achieved Career Development & Industry Experience certificates

Certificates: **Google IT Support Professional** | **Oracle Certified Foundations Associate**

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, React, D3.js)
- **Programming** (Ruby, Python)
- **Backend Languages** (PHP, MySQL, SQL)
- **IT Support** (MS Admin, Windows, Intune, Azure AD, MS Exchange, Active Directory, TeamViewer)
- **Hardware** (Swapping batteries, RAMs, SSDs)
- **Documentation & Customer Service**
- **Troubleshooting & Communication**

WORK EXPERIENCE

Retail Team Member

August 2023 - February 2024

IGA Cannons

- Managed the dairy & produce departments and ensured fresh and appealing display.
- Engaged with customers who required assistance.

IT Support Analyst

June 2022 – July 2023

ANCA CNC Machines

Melbourne

- Assisted IT onboarding and offboarding process for more than 50 users.
- Assisted ANCA IT team support issues globally for 1000 users using IT ticketing systems and tools.
- Replaced ANCA's old IT system with about 150 laptop replacements.
- Moved laptops from domain join process to Autopilot process.
- Maintained IT equipment's in meeting rooms, servers, offices and others peripherals.
- Conducted cyber security awareness campaign and documentation for end-users and the IT team.
- 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).
- Provided application support for MFA and other newly rolled applications.
- Conducted phishing awareness training company-wide and performed email analysis.
- Maintained Microsoft 365 licenses and other third-party licenses.

- Assisted customers by providing information
- Stock shelves, backup stores and displays.
- Received, sorted, and checked invoices.

VOLUNTEER EXPERIENCE

- Provided assistance and recommendations with IT issues.
- Created and supported website and social media contents.
- Supported fellow volunteers to use computers and software.

- 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

- Worked as a developer and led the team of four in this cyber security project.
- Developed an IAM system for age care facilities with backend connection. Features listed on GitHub.
- Led user management, backend setup, and website design, enabling secure staff management and report handling for medical and finance teams. Implemented login functionality with password hashing and strong cybersecurity measures to enhance system security.

- I led the whole project from start to end. Played a major role in a team of two.
- This project aimed to provide comprehensive insights into the migration patterns of doctors and their correlation with economic indicators such as GDP.
- I designed the website and developed interactive data visualizations with advanced features such as tooltips, zoom, search functionality, colour-blind feature and a year slider, offering users a detailed exploration of migration and economic data.

REFERENCES

- Bernard Ching | Chief Information Officer | Email: bernard.ching@anca.com | ANCA
- Alan Zhang | IS&T Administrator | Email: alan.zhang@anca.com | ANCA