


Angad Singh Bajwa

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≡ PROFILE

A young energetic, motivated, and hardworking 21-year-old student of bachelor's in Information and Communication Technology from Swinburne University of Technology. Innovative, creative, and willing to contribute ideas and learn new things. Believing in the values of honesty and integrity, I am looking for opportunities to gain experience and expand my knowledge.

EDUCATION

Bachelor's In information and Communication Technology
Swinburne University of Technology, Australia

March 2021 – Present

Online Courses

Google IT Support professional certificate - Google

The Fundamentals of Digital Marketing - Google Digital Garage

TECHNICAL SKILLS

- Comfortable with Operating Systems, Android, IOS, SAP Fiori, QAD, WordPress, Knime, Figma, Adobe products, MS Office applications, Business Process and Requirement Analysis.
- HTML, CSS, JavaScript, Ruby, SQL, Python, PHP.
- Zendesk & JIRA ticketing system, Azure AD, Exchange, MS Admin Centre, Active Directory & Checkpoint.
- Hardware knowledge – Swapping RAMs, batteries, & SSDs

SOFT SKILLS

- Teamwork
- Interpersonal Communication
- Time and Project Management
- Customer/User Service
- Problem Solving/Troubleshooting

EXPERIENCE

IT Support Analyst

June 2022 – July 2023

ANCA CNC Machines – Bayswater North VIC

- Assisting ANCA IT team on day today support issues.
- Assisted IT onboarding process for more than 50 ANCA users.

Have successfully completed and been part of projects like:

- Replacement of ANCA's old IT system with about 150 laptop replacements.
- Moved from Domain join process to Autopilot process.
- Ensured smooth migration of the VPN to CATO VPN and Email security system to A.I based Checkpoint system.
- Implementation of Securden privilege Manager (administrative control).

Retail Team Member

IGA

August 2023 - February 2024

- Manage the Dairy & Produce Departments
- Ensure fresh and appealing display
- Engage with customers who need help

Team Member**January 2022 – June 2022****Oporto, Inner Suburbs Melbourne**

- Assisted in preparing orders and handling customers.
- Committed myself to all the tasks, goals, and projects of the team.

Grocery Assistant**December 2022 – June 2022****San Andres**

- Assisted customers by providing information
- Stock shelves, backup stores and displays.
- Receiving, sorting, and checking invoices.

Student Consultant**November 2021 – December 2021****The BEN (Business Education Network)**

- Worked in a team of four as a student consulting team to prepare a business report.
- Did research on current market trends relating to the organization.
- Performed competitor analysis specific to the organization.

★ INTERESTS & HOBBIES

- Love to learn and participate in things related to technology.
- Like to learn about new topics around IT.
- Travelling

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

- Rajwinder Kaur – 0434391343
HR Officer
- Alan Zhang – alan.zhang@anca.com
IS&T Administrator