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   **March 2021 – December 2024**
Swinburne University of Technology   **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   **March 2024 – July 2024**
Marwo Organisation   **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   **August 2023 - February 2024**
IGA Cannons

- 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   **December 2022 – June 2022**
San Andres   **Watergardens, Melbourne**
- Assisted customers by providing information
- Stock shelves, backup stores and displays.
- Receiving, sorting, and checking invoices.

Student Consultant - Volunteer   **November 2022 – December 2022**
The BEN (Business Education Network)   **Remote**
- 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** | **HTML, CSS, JS, MySQL, PHP, Git Console, XAMPP, VS Code**
  https://github.com/AngadB013/IAM-Website   **March – May 2024**

  - 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** | **HTML, CSS, D3.js**
  https://angadb013.github.io/Data-Visualisation/assignment/index.html   **March – May 2024**

  - 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

- Alan Zhang | ANCA CNC Machines | IS&T Administrator
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