

# Bharath Sivakumar

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## EDUCATION

*Secondary Education*

Epping Boys High School

2011- 2016

*Bachelor of Business &  
Bachelor of Science in  
Information Technology*

University of Technology  
Sydney (UTS)

2017-2021

## SKILLS

Extensive Knowledge of  
Computer hardware and  
software

Extensive knowledge of the  
MacOS (OS X) operating  
system

Extensive knowledge of iOS  
smartphone operating  
system

Customer relations  
management software

## EXPERIENCE

CUSTOMER SERVICE & DATA ENTRY CLERK //  
AUSTRALIAN TAXATION OFFICE // MAR 2017 – NOV  
2017

- Customer facing role
- Correcting data entry errors regarding tax information
- Answering queries regarding individual tax returns
- Applying/improving current practices regarding customer interaction
- Interacting with customers to obtain information in order to process forms
- Providing solutions to customers when required
- Explaining to customers what certain fields mean in an Income Tax form
- Interacting with taxation systems to verify tax related issues
- Escalating cases where necessary
- Adhering to security standards
- Achieving performance standards set by management

TABLE TENNIS COACH // YMCA EPPING // APR 2016-  
OCT 2016

- Teaching Children & Adults Table Tennis
  - Undertaking training exercises to build a basic technical foundation
- Communicating technical deficiencies and suggesting solutions to rectify weaknesses
- Monitoring progress of each student
- Creating tailored lesson plans for each student

WORK EXPERIENCE // FACULTY OF BUSINESS AND  
ECONOMICS, MACQUARIE UNIVERSITY // JUL 2014 –  
JUL 2014

- Learning service management software
- Communicating with staff to elevate issues
- Re-installing and re-deploying Operating systems
- IT Administrative work
- working knowledge about working with Mobile and Desktop devices

## SOFT SKILLS

Great communication skills within a team environment

Passion for customer service

Great work ethic and enthusiasm

Excellent interpersonal skills

- Working with children (6-12), enabling them to self-evaluate performance and identify potential areas of weakness
- Working with clients to solve issues in income tax forms

Results driven

- Setting personal goals such as cases actioned by the end of shifts

## VOLUNTEER/LEADERSHIP

Captain – Epping Boys Table Tennis Team (2012- 2014)

Captain – Epping YMCA Table Tennis Team (2012- 2014)

Volunteer – Fundraiser Leukaemia Foundation World's Greatest Shave (2012)

Volunteer – World Vision (Via Adidas School Fun Run) (2012)

Volunteer – MS Readathon (2011)

Head Programmer – 2015 Epping Boys High School TAS Expo – Robotics team

Head of Customer Service – 2015 Epping Boys High School Business Day 2015

## REFEREES

**Nick Goritsas**

*Details provided on request*

**James Sen**

*Details provided on request*