

# Bharath Sivakumar

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## Personal Information

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### Bharath Sivakumar

**Mob:** 0401 992 685

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**Website:** [bharath-sivakumar.github.io](http://bharath-sivakumar.github.io)

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## Technical Skills

- Troubleshooting MacOS operating systems
- Knowledge in troubleshooting iOS operating systems
- Knowledge in troubleshooting Windows operating systems
- Knowledge of Python Programming Language
- Knowledge of Swift Programming Language
- Knowledge of Customer Relations Management (CRM)
- Knowledge of Bug tracking systems
- Knowledge of Linux and Unix based systems

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## Education

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### University of Technology Sydney / Bachelor of Business & Business Bachelor of Science in Information Technology

March 2017 - Present, Sydney

- Business Major: Management
- Information Technology Major: Data Analytics

### The Hong Kong Polytechnic University / Student Exchange

August 2019 – November 2019, Kowloon, Hong Kong

- South Asian Society
- Business Society
- International Affairs Office - UTS Representative

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## Experience

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### Exchange Ambassador / International Affairs Office – Hong Kong Polytechnic University

August 2019 – November 2019, Kowloon, Hong Kong

- Interacting with prospective inbound exchange students to UTS, to promote Australian exchange programs and provide extra details on application processes with UTS
- Providing extra information regarding subject selection processes to students accepted by UTS: International on exchange programs
- Responding to inquiries by exchange students about UTS

**Toshiba / Software Engineer Trainee**

**November 2018 – February 2019, Macquarie Park, NSW**

- Role within the research and development department
- Working in Linux environment to setup and maintain computer systems
- Creating Python scripts in order to expedite and automate the maintenance of computer systems
- Debugging issues with multifunction printer drivers in python.
- Communicating and liaising with software developers and managers in order to ensure quick resolutions to software bugs within Toshiba products.
- Creating virtual machines for the purpose of Printer driver testing
- Adding and updating current testing systems and practices

**Code Club Australia /****Intern**

**July 2018 - August 2018, Sydney, NSW**

- Teaching children aged between 8-14 the basics of programming
- Setting up and helping run various seminars/workshops
- Ensuring all computers are working and up to date
- Setting up new computers on wireless networks
- Identifying potential promotion channels
- Engaging with members of clubs across Australia

**Volunteer Developer**

**August 2018 – Apr 2019, Sydney, NSW**

- Coordinating with other developers, and managers to maintain and implement new functionality within code club's website

**Mondial Fundraising / Warm Calling Charity Fundraiser**

**July 2018 - November 2018, North Sydney, NSW**

- Customer facing outbound calling role
- Conversing with previous donors to charities such as United Nations High Commission for Refugees and Red Cross New Zealand
- Building rapport with donors
- Gathering feedback for charity campaigns
- Adhering to regulations relating to handling sensitive financial information
- Providing support to donors and answering questions about the charity.

**Datacom / Customer Service Representative - Data Entry/Admin Clerk**

**March 2017 - November 2017, Parramatta, NSW**

- Outsourced to Australian Taxation Office
- Client facing role
- Engage with clients through outbound calling
- Obtain taxation information through Internal and External systems
- Adhering to regulations set by the Australian Tax Office
- Achieving KPIs set out by management
- Troubleshooting issues with online systems
- Presented feedback to Business and System development teams on improvements regarding business practices

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## Awards

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- UTS Careers Accomplish Platinum Award (2018)
  - UTS Business Society Mentoring Program (March 2018 - Present)
  - Google Cloud on Board Training program (2018)
  - Global Leadership Award (2017)
  - Captain Epping Boys Table Tennis team (2012-2014)
  - Captain Epping YMCA Table tennis team (2012-2014)

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## Referees

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- Mr Nick Goritsas  
*Details provided upon request*
  - Mr James Sen  
*Details provided upon request*