

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 –
PRESENT

- 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 communication 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

Mr Nick Goritsas

CEO/Founder – InteractiveFirst

Details provided on request

Mr William Biddle

Teacher – Epping Boys High School

Details provided on request