

Bharath Sivakumar

Personal Information

Bharath Sivakumar

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Website: bharath-sivakumar.github.io

Technical Skills

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- 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

Education

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

Experience

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

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)

Referees

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

