**Khushnaz R Karai**

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| **PERSONAL INFORMATION** |
| * Mobile: +6581963093 * Email: [kk17350@gmail.com](mailto:kk17350@gmail.com) * Residential Status: Singaporean PR * Languages: English, Chinese (Mandarin), Hindi, Gujarati |
| **EDUCATIONAL BACKGROUND** |
| * **Bachelor of Computing (Honours) – Information Systems** (IT) (July 2016)   National University of Singapore (NUS), Singapore   * **Singapore-Cambridge GCE A-Level** (December 2011)   Jurong Junior College (JJC), Singapore  Grade Profile: AABA   * **Singapore-Cambridge General Certificate of Education O-Level** (December 2009)   Clementi Town Secondary School, Singapore |
| **SKILLS** |
| * Strong verbal communication, writing and presentation skills * Strong leadership, team management, project management and collaboration skills * Strong analytical, problem solving skills and understanding of technology * Ability to work independently and in a team effectively |
| **KNOWLEDGE OF** |
| * **Microsoft Office** (Word, Excel, PowerPoint, Outlook, Visio, Project Professional, SharePoint, Access, etc), **Microsoft Cloud, Office Online, Online Google Suite software** * **Information Systems Management**   + IT Project Management, IT and Supply Chain Management, IT Outsourcing and Offshoring Management, Business and Technical Communication, Requirements Analysis and Design, Software Team Dynamics, Legal Aspects of Information Technology, Control and Audit of Information Systems (SOX, COSO, COBIT), Service Systems, Social Media Network Analysis, Probability and Statistics, Analytics, Data Structures and Algorithms, Management of Information Systems * **Business Management**   + Managerial Economics, Financial Accounting, Management and Organisation, Supply Chain / Operations Management, Managerial Accounting, Entrepreneurial Marketing, Human Resource Management, Organisational Behaviour * **Communications and New Media**    + Creative Writing, Media Writing, Public Speaking and Critical Reasoning * **Design**    + Adobe Suite (Photoshop, Illustrator), User Experience (UX), User Interface Design (UI), Human-Computer Interaction, Visual & Responsive Design, Bootstrap Designing, HTML, CSS, Mobile Interaction Design, Designing for Wearables, Photography * **Digital Marketing**   + Social Media Marketing, SEO, SEM * **Programming**   + C, Java, Enterprise JavaBeans 3.0, R Studio, Android Mobile App Development, SQL database, Requirements Analysis and Design (UML), Database Systems |
| **WORK EXPERIENCE** |
| * **Temporary Bank Clerk, OCBC Singapore** (May to June 2015)   + Worked under pressure to handle customers’ queries and doubts by providing correct and timely information, whilst maintaining a high level of customer service   + Assisted clients to use ATM/CDM machines (e.g. sign up or activate internet banking), and validate customers’ cheques when necessary * **DBS Remix Youth Ambassador, DBS Singapore** (May to July 2014)   + Among six NUS undergraduates who were shortlisted for this job to provide students with valuable work experience in a branch banking environment   + Worked in a fast-paced environment while multi-tasking to provide customers with correct queue tickets and helped them with their queries   + Informed customers to key in their contact numbers in the state-of-the-art e-queue system allowing them to be notified of their turn via SMS   + Advised customers about various bank products (e.g. accounts, credit/debit cards, tuition fee loans for university students) and provided them with relevant forms   + Contacted customers with scheduled account opening appointments to remind them about the appointments or reschedule if necessary   + Maintained a high level of communication between managers and other bank staff to ensure smooth operations and customer transactions are performed correctly |
| **ACHIEVEMENTS** |
| * **Prize Winner, Third Placing (Interaction Design), NUS**   + Collaborated with fellow team members, managed communication and shared work through Google Drive, WhatsApp and set up meetings for the project – designed an app to solve printing issues for students and staff of NUS   + Conducted primary research (user interviews with potential users of the application) and secondary research (desktop, Internet) and user testing for feedback   + Created scenarios, storyboards, user personas and wireframes using software and drawing, built app prototypes (iOS, Android) applying user-centric design principles   + Presented and showcased our project to members from the IT industry, faculty professors, students and fellow participants, at the competition exhibition booth * **Certificate of Distinction (Information Systems Management), NUS**   + Awarded for scoring an average grade of at least 4.50 out of 5.00 for the best three graded modules in focus area of Information Systems Management * **Certificate of Distinction for English, University of New South Wales** |
| **OTHER ACTIVITIES** |
| * **President / CCA Leader, Jurong Junior College**    + Organised and managed successful events e.g. Valentines’ Day gifts sale, CCA fairs   + Partnered with various stakeholders e.g. teachers, mentors, other executive committee members and CCA members, for weekly meetings and various events   + Managed the daily activities of the 3 business units – F&B, Retail and Gaming, proposed several changes / modifications, and succeeded in increasing business * **Bilingual Emcee in English and Mandarin, Clementi Town Secondary**   + Speaker for school events like Chinese New Year celebrations, Annual Speech Day * **CCA member of the Multimedia Team (Photography), Clementi Town Secondary**   + Participated in various photography competitions   + Responsible for taking photographs of various events in the school, editing them and storing them in digital format for future use and archive using Mac OS |