

< **Darshan/Shelat****Technology, Support and Administration** >

IT professional with 2.5 years of experience in various front-end, mobile, and scripting technology. Experienced in web-development, vulnerability assessment, client escalations, handling, deployment, and leading scrums. A team player, a leader, and an extrovert professional. Hunting for Job in ICT.

Qualification**▪ Master's degree – Information technology and Systems***University of Canberra (Feb 2021-May 2023)*

- *Cyber security Internship || Volunteering for the UC*
- *ITS- Capstone project*

▪ Bachelor's degree – Computer engineering*Gujarat Technological University (June 2012-Aug 2017)***Technical Experience****▪ Cyber Security Engineer***Billing bureau private limited, Melbourne, Australia – Aug 2022-Nov-2022*

- Web-application penetration –preformed VAPT on company's main product- GeneX
- Black Box testing, vulnerability assessments | Documented.

▪ Front-end and Mobile Application Developer*Kode-Egic services, Ahmedabad, India- Oct 2021-April 2022*

- Worked on React JS based web-application.
- Worked in a team to create Android application for the same web-application.
- Daily scrum calls with weekly demo calls with the company owner and product owners.

▪ Cyber Security Intern*Gurugram Cyber-cell, Haryana, India – Jun 2021-July 2021*

- Web-application penetration testing, vulnerability assessment.
- OSINT, Phishing. DOS, CTF hands on.
- Various training under the observation of government officials and red teamer, digital forensic experts.

▪ Enterprise Security | ServiceNow*Claidroid Inc, Mumbai, India– Feb 2021-May 2021*

- ServiceNow Training Creating modules.
- IDaaS Product hands on from UbiSecure and Thycotic secret vault self-paced training.
- IAM and CIAM knowledge and training for Thycotic products and secret vault.

▪ Python Developer - Intern*Acespritech Solution Pvt Ltd, Gandhinagar, India–Jan 2020-Feb 2020.*

- Python fundamentals and Django, OOPS, Linux, PyCharm,

▪ WordPress developer and CMS assistant

Getaway Solutions Inc, India, Gandhinagar– April 2018-Dec 2020

- WordPress developer created a WordPress to showcase my passion for photography-[Unavida](#).

Technical activities

- Worked on a .Net based project while studying Bachelor's degree.
- React native, Linux Kali, Python scripting, Django, HTML, CSS, Sandboxing, Cloud management.
- [Microsoft training certificates](#) , ethical-hacking workshops and hands-on, [list of certifications](#).
- [Git Repository](#) , built tools for penetration testing using python.
- ITS- Capstone project – AI based project to generate dynamic output as per user input (for an industry-based company JDoodle).
- [Medium](#) blog about tech and ITC.

Non - Technical Experience

▪ Nespresso Brand Ambassador

Lex Collective, NSW & Act, Nov 2022 – Present

- Generating leads for liquor manufactures.
- Making cocktails on the go.
- Regular alcohol sampling for almost 150+ individuals around ACT and NSW in BWS and Bottle Mart and celebrations stores and Den Murphy's.
- Dealing with customer queries on content.
- Stock management.
- **Clients:** Proxima group.
 - ➔ Wild Turkey (Discovery campaign), Aperol, Jose curves – Sparkling Margarita, Kraken kola, dry and Mojito, The Glen Grant (Single malt), Cordino, Dirty clean food-(WA), Singleton, Campo Viajo(European Red wine),Hann ultra.

▪ Post-graduate student representative- Curriculum committee – UC

University of Canberra, Act, Feb 2022 – Present

- Formally endorsed to work for the Curriculum Committee.
- Attending committee meeting and providing inputs on the memo.
- Providing feedback to allocated courses, course structure, units.
- Presenting student's point of view towards courses, what students are expecting from a course or units.
- Providing verbal and written feedback to the committee.

▪ Student Services Officer

University of Canberra, Act, Feb 2022 – Present

- All types of student administrative services.
- Using CRM and Callista to investigate customer accounts and provide accurate solutions for domestic and international clients on Face-to-Face, Emails, verbally.
- Helping individuals with Enrolments, Unit registration forms, and printing ID Card for them.
- Escalating serious matter to the manager and respective faculties.

▪ Student Ambassador

University of Canberra, Act, Feb 2022 – Present

- Generating passive leads for future student's team.
- University's domestic and global branding through various expos around Australia and digital platforms respectively.
- Road-trips for expos in regional NSW with interstate advisors and other ambassadors.
- Dealing queries of potential students of the UC face to face and on TAP.

40 Vagabond crescent, McKellar, Canberra – 2617.

- Merchandise stock management.
- Conducting campus tours for individuals and for groups of 15-30 people.

▪ Junior Process Executive

Vodafone Shared Services India, Ahmedabad, Nov 2017 – Dec 2018

- Credit Assurance Team (CAT), a leakage control team; that looks after, raised credit(s) by the frontline team on Vodafone UK's consumer and enterprise account to reduce the leakage.
- Used to work on Citrix, Siebel and few Vodafone products and services like global roaming. Used work on CALET form for business rules and Cxx [Customer experience] I was also part of employee engagement team for international customer operation's UK process's back office.

Personal Characteristics

- Agile and flexible within working environment
- Decision making, Conflict Resolution, Critical Thinking
- Honest, Reliable

Core Competencies

- Excellent communication, Self-learner
- Integrity, Leadership, and team management
- Resource Management

Languages I know.

- Gujarati, Hindi, English, Spanish, Sindhi.

Extra activities

- Made a machine for an inter college Robo War competition. | Website: [Stealth](#)
- Guitar lessons for G# guitar lessons and Mojo guitar studio (private lessons at house, studios, schools and zoom).
- Photography, Exercise, Volunteering (Landmark Worldwide, University of Canberra)
- *I prefer Udemy and TCM academy subscriptions over Netflix.*
- *Interviews on Canberra's lifestyle and University of Canberra from International students perspective.*
 1. [Alumni Story: University of Canberra.](#)
 2. [Careers360.](#)
 3. [Indian education diary.](#)