Divya Patel

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Professional Summary

As a completed Master of Information Technology graduate from QUT majoring in Business Analysis I bring a strong mix of technical skills and user-focused problem-solving abilities. During my studies, I led a project with the Queensland Department of Transport and Main Roads, where we developed an AI tool using large language models to extract PESTEL insights from complex documents helping improve strategic decision-making. I also researched the use of blockchain in education, focusing on secure data management and digital credential verification.

I'm confident working with stakeholders, gathering and analysing requirements, mapping processes, and using Agile methods to bridge business needs with technical solutions. My experience as a Customer Service Supervisor has further strengthened my ability to troubleshoot, communication skills, train others, and provide clear, user-friendly support. I am eager to contribute to an innovative organisation in a graduate or entry level role where I can support data driven decision making and to be able to deliver impactful solutions.

Technical Skills

IT Support & Systems:
Issue resolution, ticketing systems(Zendesk, Jira), user training, troubleshooting

Business Analysis Core :
Requirements Elicitation (User Stories, Use Cases) | Process Modeling (BPMN, UML)
Agile Methodology (Scrum) | Data Analysis (SQL, Excel, Tableau)

Technical Development :
Programming: PHP, Java, C++, C, Python
Web: HTML/CSS, JavaScript, SQL, WordPress Framework
Tools: XAMPP, Apache Tomcat, Dreamweaver, Relevence AI.

Computer Software:
Microsoft Office (Word, Excel, PowerPoint, Access), MS Project.

Employment History

Coles Supermarket Greenslopes,Brisbane, Australia   **March 2023 – Present**
Regularly helped customers by resolving product issues and answering queries, building strong communication and problem-solving skills.
Handled self-checkout support, cash operations, and stock control, ensuring daily tasks ran smoothly and efficiently.
Trained and supported new team members, helping them understand customer service expectations and store procedures.
Worked closely with team members during night shifts to organise stock and improve workflows, contributing to overall store efficiency.

PHP Developer, Icon Technology, Rajkot, India   **July 2017 – December 2020**
Developed responsive and user-friendly websites, focusing on e-commerce solutions and tailored themes and plugins.
Enhanced site functionality through collaborative front-end and back-end development, addressing client requirements and troubleshooting issues.
Strengthened communication and teamwork skills by coordinating with developers to meet project timelines and client expectation

Education

Master of Information Technology   **Feb 2023- Nov 2024**
Queensland University Of Technology, Brisbane, Qld
Key Subjects: Business Process Modelling (BPMN), Database Management,
IT Project Management, Systems Analysis and Design, Programming Fundamentals

Bachelor of Computer engineering   **June 2013- May 2017**
Key Subjects: Learning basic programing languages (C, C++, JAVA ,PHP,.NET ,SQL),
Learning IT professionals, and IT projects

University Project

Blockchain Technology in Education
Objective: Leveraged AI, Blockchain, Cloud, and Data technologies to improve credential management within the education sector.
Focus: Explored blockchain for secure, transparent data management. Findings identified adoption benefits but noted cost and skill challenges.
Outcome: Recommended strategies for overcoming barriers, emphasizing cost management, technical training, and institutional support for successful adoption.

LLM Tool for Strategic Foresight
Overview: Developed a LLM use of Retrieval Augmented Generation (RAG) tool on Relevance AI for the Queensland Government to streamline the extraction of Driving Forces within the PESTEL framework.
Challenges & Solutions: Adapted to scope changes and optimized tool accuracy through iterative improvements. Demonstrated significant operational efficiency gains.

Other Project

Australian Hospital Performance Dashboard
Objective: Built an interactive Power BI dashboard to assess hospital efficiency, patient outcomes, and financial performance across Australia (2021–2025).
Focus: Analyzed key KPIs—wait times, readmission, mortality, satisfaction, and profit—to uncover trends and system challenges.
Outcome: Identified regional performance gaps and provided actionable insights to improve healthcare planning and decision-making.

Australian Real Estate & Housing Market Dashboard
Objective: To create a reliable, integrated dataset that supports housing affordability and market trend analysis for Australian policymakers, lenders, and buyers.
Focus: Collected and merged real-world data from ABS, RBA, and real estate sources (Domain, CoreLogic, City Council) covering prices, rents, demographics, and affordability metrics. Projected future trends (2026–2040) using statistical modeling for housing prices, income, rent, and demand.
Outcome: Delivered a clean, unified Excel dataset ready for Power BI dashboard prototyping, providing the foundation for visual insights into affordability and housing trends.
Challenge: Balancing diverse data formats and time ranges from multiple public sources while ensuring consistency, accuracy, and realistic projections for future years.

Cerificates

[Business Analysis Foundations](#) (LinkedIn Learning)
[Power BI For Beginner](#) (Microsoft)
[Deloitte Australia - Data Analytics Job Simulation](#) (Forage)
[Deloitte Australia - Technology Job Simulation](#) (Forage)
[Microsoft Azure Fundamentals - Cloud Computing (](#)Skillsoft)
[Deloitte Australia - Cyber Job Simulation](#) (Forage)
[NSW Government -Digital job simulation](#)(Forage)

Personal Attributes

Written Communication: Documented project meetings and team decisions clearly to maintain transparency and accountability.
Problem-Solving: Proactively resolved customer issues under pressure with minimal supervision.
Adaptability: Quickly learned new systems and solved technical problems through logical thinking.
Teamwork: Collaborated effectively with diverse teams to achieve project goals and meet tight deadlines.
Time Management: Balanced multiple academic and work commitments while maintaining high performance.

References

Available Upon Request