Herve Malvina

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EDUCATION BACKGROUND

Full-stack Web Developer Bootcamp - (Nov 2020 - May 2021)
University of Western Australia

• Developing website apps using frontend technologies such as HTML, CSS, and JavaScript, .
• Design, develop and implement backend frameworks such as Node.js and express.js .
• Integration of MySQL database with frontend web technologies.
• Plan and incorporate back-end development, hosting and deployment.

Web Design & Development - (Oct 2019 - Feb 2020)
Codemaster Institute

• Analyse, create and demonstrate design and development of websites using HTML, CSS, JavaScript, PHP, and SQL.
• Design, develop and implement front-end and back-end frameworks. .
• Demonstrate competency in web programming and industry standards.
• Plan and incorporate back-end development, hosting and deployment.

Machine Learning and AI & Python Programming - (Sept 2019 - Sept 2019)
Codemaster Institute

• Learn the fundamentals of Python Programming
• Understand the main aspects of Machine Learning.
• Apply data pre-processing and model real data.
• Develop and train Machine Learning models.

Bachelor of Computer Science & Computer Security - (Feb 2007 – Jun 2010)
Edith Cowan University, Mt Lawley Campus

Cambridge Advanced Level Studies - (Jan 2004 – Dec 2005)
Seychelles Polytechnic
• A' Levels in Computing, English, and French

Diploma in Agricultural Studies Jan - (1994 – Dec 1995)
Seychelles Polytechnic

National Youth Service – Seychelles - (Jan 1993 – Dec 1993)

Completed Secondary School - (Jan 1989 – Dec 1992)
English River Secondary School - Seychelles

EMPLOYMENT HISTORY

Technology Team Member - (Mar 2020 – Current)
Officeworks, Morley Store

Responsibilities
• Help customer's inquiries about Officeworks' technology products
• Provide best advice to customers on technology products
• Provide customers with technical solutions that best suit their needs
• Provide sales services on technology products such as PCs, laptops, mobile phones, tablets, printers, scanners, shredders, landline phones, hard drives, modem routers, and software
• Answer incoming telephone calls to the Technology department
• Perform troubleshooting on customer's technology products such as laptops, computers, tablets, smart phones, digital cameras and printers
• Operate the Point of Sale

Customer Service Officer - (May 2019 – Present)
Red Broadband, Malaga

Responsibilities
• Logging and actioning of all contacts including phone calls, and emails received from customers
• Document and create a logs for all calls and emails received from customers (incidents)
• Document all the steps of incident resolutions
• Maintain two way communications with customers to keep the updated of their queries, and ongoing escalated issues
• Perform level 1 troubleshooting to diagnose customers' internet problems
• Perform digital surveys of potential customers' address location to determine whether Red Broadband can provide internet services to their address
• Help the accounts team by taking in over the phone payments, calling customers for late payments, setting up payment arrangements, and updating the database with customers' new credit card details.
• Responding in a timely manner to service issues and requests
• Effectively bring about a swift resolution to customer's internet issues
• Customer support via phone and email including ticketing, reporting, and escalation.
• Interpretation of logs from customers' routers to understand connection issues
• Escalate complex issues to technicians for resolutions
• Operate the in-house web-based monitoring software, the RDC Admin portal for various tasks including checking customers accounts, view online customers, call logging and documentations,
• Operate Xymon, a network monitoring application to view tower information, such as towers that are online and offline, duration of towers online and offline sessions.

Business Machines Sales Manager - (Nov 2018 – February 2019)
Business Base

Responsibilities
• Liaising with suppliers of business machines to maintain products availability
• Liaising between suppliers and customers to sort out orders
• Undertaking market research to ensure price competitiveness
• Oversight of all the web stores of business machines
• Using WordPress to add, edit, remove products from the company's website
• Seeking and acquiring new business opportunities and clients
• Create invoices for customers using Xero
• Undertake marketing of products to increase sales
• Customer service and advice through phones, emails, and Pure chat application
• Quoting, ordering, delivery and invoicing to customers

- Prospecting and business development to develop opportunities and increase revenues
- Build and maintain good relationships with new and existing suppliers
- Keep a constant check on stock levels
- Using Microsoft Excel to manipulate research data and create reports

Technology Team Member - (Dec 2012 – Nov 2018)
Officeworks, Morley Store

Responsibilities
- Help customer's inquiries about Officeworks' technology products
- Provide best advice to customers on technology products
- Provide customers with technical solutions that best suit their needs
- Provide sales services on technology products such as PCs, laptops, mobile phones, tablets, printers, scanners, shredders, landline phones, hard drives, modem routers, and software
- Answer incoming telephone calls to the Technology department
- Perform troubleshooting on customer's technology products such as laptops, computers, tablets, smart phones, digital cameras and printers
- Escalate complex technical problems of desktop, laptop, mobile phones and tablets to manufacturers for repairs
- Liaising with suppliers of technology products for products that are still covered under warranty
- Operate the Point of Sale

Data Technician - (Mar 2012 – Jun 2012)
Spectrum Data, Technology Park, Bentley

Responsibilities
- Data transcription and processing of various data types from 9 tracks and disc drives
- Take ownership of incoming data processing projects from clients
- Copy data from client's tape storage media onto network drives
- Process client's data onto a specific requested type of media
- Perform quality control procedures throughout various stages of data processing
- Perform archiving of completed projects
- Formatting hard disk drives for re-use
- SQL database management to sort out and priorities jobs
- Microsoft access database management of ongoing and completed projects

Print and Copy Team Member - (Jul 2010 – Mar 2012)
Officeworks, Midland Store

Responsibilities
- Help customers with their inquiries about Officeworks' print and copy services
- Booking in customer orders for printing jobs
- Operate different types of commercial network printers, and scanners
- Perform wide range of printing duties ranging from small formats to posters and banners
- Perform basic printer maintenance such as replacing empty toners, and waster toner containers
- Operate the Service desk to assist customers with their telephone or face-to-face inquiries
- Operate the point-of-sale
- Assist customers using the Kodak kiosks to print photos
- Perform cash balancing during end of day closing.

Casual Team Member - (Nov 2009 – Jan 2011)
Myer Perth City Store

Responsibilities
• Help customers with their inquiries, both face to face and over the telephone
• Operate the Point of Sale Terminal during sale transactions
• Perform end of day closing and cash balancing
• Operating the dock area to supply merchandise to the selling department
• Stocking merchandise on shelves to respective locations

Information Officer - (Dec 2005 – Feb 2007)

Documentation Centre, Department of Natural Resources
Government of Seychelles

Responsibilities
• Filming of events to be broadcast in Ministry's monthly television programs
• Taking photographs at the national events organized by the Ministry for publishing
• Editing photographs using Microsoft PhotoDraw for publishing
• Creating posters and leaflets for educational purposes
• Setting up multimedia equipment to be used for presentations during workshops

Plant Quarantine Technician - (Jun 1996 – Feb 2004)

Plant Protection Section
Department of Natural Resources, Government of Seychelles

Responsibilities
• Assisting with the creation of a Seychelles pests and diseases database using Microsoft Access, and was the officer in charge of its maintenance and updating
• Inspection of plant products and planting materials to be used for export to overseas countries
• Inspection of fruits and vegetables imported by local consumers, supermarkets and hotel establishments to prevent pest infestation and disease to local plants
• Inspection of imported timber consignments
• Issuing of Plant Import Permits and Phytosanitary Certificates for import and export of plant products and planting materials
• Perform diagnostics and recommendations of infected plants/plant products for farmers and backyard growers

I.T SKILLS

• Excellent knowledge of Windows XP and Windows 7, Windows 8, and Windows 10
Database creation using Microsoft SQL Server and Microsoft Access
• General computer hardware and software installation
• Desktop, laptop, tablets, troubleshooting and repair
• Installation and upgrade of Windows operating systems
• Microsoft Office 365, and 2016
Antivirus products Norton, Kaspersky, and Trend Micro
Adobe products Adobe Acrobat Pro 2017, and Adobe Photoshop Elements
• Hardware fault finding and diagnosis

Monitoring router logs while connected to the internet and understanding any connection issues

Browser Based Technologies
• HTML
• CSS
• JavaScript
• PHP
• jQuery
• Responsive Design
• Bootstrap
• Handlebars
• Local Storage, Session Storage, IndexedDB
• React.js

Server Side Development
• Node.js
• Express
• User Authentication
• Progressive Web Applications (PWAs)
• MERN Stack (MongoDB, Express.js, React.js, Node.js)

Quality Assurance
• Unit Testing
• Functional Testing
• Linting
• Continuous Integration

Deployment/Command-Line Fundamentals
• Heroku
• Git
• GitHub Pages

Databases
• MySQL
• MongoDB
API Interaction
• API
• JSON
• AJAX

ATTRIBUTES

• Able to multi-task and prioritise duties
• Ability to work in a fast-paced environment
• Ability to work well under pressure and to meet deadlines
• Ability to work independently as well as part of a team
• Excellent communication and interpersonal skills
• Experienced in working and performing well in a team and independently
• High attention to details
• Positive and "can-do" attitude
• Strong customer service focus
• Strong determination to succeed and get the job done

- Strong written and verbal communication skills
- Fluent in written and spoken English and French
- Willingness to learn and development my potential and skills

INTERESTS
- Cycling
- Going to the cinema
- Reading IT and soccer magazines
- Reading computer programming books
- Repairing/fixing computers and laptops

REFEREES

Available upon request