

Hinal Patel

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CAREER OBJECTIVE

Seeking a position in a professional company to learn and develop my skills whilst assisting the company in their professional efforts to the best of my abilities with an enthusiastic and trustworthy attitude.

EDUCATION

Monash Professional Pathways, Melbourne
Professional Year (ICT)

Mar 2015 – Mar 2016

Relevant subjects:

- Workplace communication
- Business report writing
- Presentation skills
- Problem Solving skills

Federation University, Melbourne
Bachelor of Information Technology (Business System)

Mar 2013 – Nov 2014

Relevant subjects:

- Database management system
- Web development
- IT team project
- Electronic commerce
- Professional development
- Programming Subject

Achievements: Distinction in database management systems, IT team project, E-commerce

SKILLS PROFILE

Technical Skills:

- Competent user of MS Word and PowerPoint gained from writing university assignments
- Intermediate user of MS Projects and Excel gained from university projects
- Knowledge of HTML, CSS, My SQL, UML gained from university studies
- Intermediate user of Dreamweaver gained from university website Project
- Basic business analysis skills gained from university assignments

Non-technical Skills

- Understanding the need of team members and customers with strong communication skills
- Strong time management, attention to detail and multitasking experience gained from completing my university studies whilst working part time
- Ability to understand and respond to customer requirements with negotiation and influencing skills which can enhance the customer relationship
- Ability to work well with people from diverse cultural backgrounds, gained by interacting with customers and colleagues on an everyday basis at previous workplace
- Strong problem-solving and analytical skills gained from handling complaints from customers and team members on an everyday basis
- Work with positive attitude and willingness to learn new things

My SFIA Generic Skills

- Autonomy - SFIA Level 3: Experience in working under general supervisor with a manager and I have been following his instructions although I might not even have contact with him once a day. I usually resolve issues I encounter myself and am pretty confident when working with customers by myself.
- Influence - SFIA Level 2: Although I am new to the IT industry, I am able to interact and discuss about IT projects with colleagues. Colleagues often ask me for advice and also follow my suggestions.
- Complexity - SFIA Level 3: Working as a web developer is not only about working in IT. I also need to deal with non IT related tasks such as communicating with customers, helping to promote the practice and much more. Overtime in University and job experience, I have learned how to deal with tasks that I might not be familiar with.
- Business Skills - SFIA Level 3: I am following all the office rules, methods and use a step by step approach to solve problems. Often communicate with team members and contribute during projects

WORK EXPERIENCE

Quest Ivanhoe
Housekeeping Supervisor

Mar 2011 – Oct 2015

Key responsibilities:

- Assign duties to my team on a daily basis and assure they finish it on time
- Investigate customer complaints and provide excellent service
- Conduct orientation training for new employees and demonstrate use and maintenance of equipment
- Make recommendations to improve service and ensure more efficient operations
- Prepare reports concerning room occupancy, payroll, and department expenses

Achievements:

- Started working as a housekeeper and after one year was promoted to housekeeping supervisor
- Appreciation from Quest management for the initiative, hard work in maintaining the reputation of business and decreasing customer complaints
- In 2012, 2013 and 2015 rewarded with financial bonus

Gabee Products:**Oct 2015 – Jan 2016****Web Developer and Software Developer****Key responsibilities:**

- Applying new design ideas to refine and enhance existing sites
- Creation of web site design concepts; producing screen mock-ups or other documentation to convey design ideas.
- Applying new design ideas to refine and enhance existing sites.
- Creating, updating, modifying and correcting web graphical design elements, including photographic images, illustrations, multimedia files, etc.
- Resolving web site usability issues
- Application and database development with a constant focus on current and future market needs

Solar Link Australia:**Feb 2016 – Current****Web Developer and Administrator****Key responsibilities:**

- Applying new design ideas to refine and enhance existing sites
- Creating, updating, modifying and correcting web graphical design elements, including photographic images, illustrations, multimedia files, etc.
- Resolving web site usability issues
- Handling external or internal communication or management systems
- Create contract and Invoice for customers
- Answering and making phone calls, taking memos and maintaining files

VOLUNTEER EXPERIENCE

Federation University**June 2014 – Nov 2014****Business Analyst (University Project)****Key responsibilities:**

- Organize Project Requirements
- Simplify Project Requirements

- Verify and Managing Requirements

**Syndal Kindergarten
Assistant (Part Time)**

Mar 2015 – Mar 2016

Key responsibilities:

- Keep classroom organised
- Working with small groups of children to reinforce lessons, providing one-on-one instruction to students and supervising students in the classroom
- Help children retrieve materials, clean-up work spaces and gather belongings

PROFESSIONAL MEMBERSHIP

Australia Computer Society (ACS)

Mar 2015

LANGUAGES

- Fluent in written and spoken English, Hindi and Gujarati

REFEREES

- Available on request