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| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Ritman**  **Roka**     |  |  | | --- | --- | |  | hritmanroka@gmail.com | |  | 0403386088 | |  | Gunghalin, ACT 2912 | | | **Skills**   * Office administration * Analytical and Technical * Adaptable * Self-management * Problem-solving * Attendance record management   **Education**  Master's in information technology  Canberra, ACT  Ongoing  ECA PY  Sydney, NSW • 2020  *Professional Development:* Computer Programming  Australian Technical and Management College ATMC  Federation University  *Bachelor of Information Technology:* Computer Science and Programming   * Professional development completed in Programming. * Member of the Australian Computer Society   **Certifications**   * ANZSCO code 261312 (Developer Programmer) * ANZSCO CODE 263299 (ICT SUPPORT AND TEST ENGINEERA nec) * ANZSCO CODE 261313 SOFTWARE ENGINEER   **CONTACT**  Phone: 0403386088  Address: Unit 85/1 Anthony Rolfe Avenue, ACT 2912  EMAIL: Hritmanroka@gmail.com | | |  | | --- | | **Professional Summary**  Highly motivated and recent **IT graduate** with a **strong foundation in computer** science and a passion for **problem-solving**. Eager to contribute technical skills, including **programming**, **networking,** and **troubleshooting,** in an entry-level IT role. Quick learner with **excellent communication** and **teamwork abilities**, ready to adapt and grow in a dynamic IT environment. | | **Work History**  Nurse Training Australia –Programmer / **IT Support** Burwood, NSW • 11/2020 - 03/2021   * Conducted business analysis and designed requirements for the Beta product release. * Defined test requirements and created test cases for software testing. * Utilised the Student Management System (Vettrak). * Assisted with basic software installations including installing and configuring software applications on various systems, including troubleshooting installation issues. * Provided training and support for the 'RTO' student management system. * Offered technical support to the organization. * Assisted in writing, testing, and debugging code to develop and maintain software applications. * Provided technical assistance to end-users by helping them resolve software and hardware-related problems. * Identified and resolved technical issues, such as network connectivity problems, software glitches, and hardware malfunctions. * Managed and maintained databases, including data input, retrieval, and backups. * Created and updated technical documentation, including user guides and system documentation. * Assisted with network setup, configuration, and troubleshooting, including resolving connectivity issues. * Contributed to the security of IT systems by implementing security best practices and helping to identify and address vulnerabilities. * Kept an eye on system performance and health, responding to alerts, and taking corrective actions when necessary.   University Project – Project Manager / Programmer  Australian Technical and Management College, NSW     * University project “Name”: Running on the water (Mobile application game only Android version) Oct 2018 Project Length: 6 months Objective: Provide an application game that has a variety of features for users Features: User-friendly, quick, easy, and versatile, in a group of four, worked as a Supporting Programmer as well as Documentation Manager to record the ups and down occurred during the running of the project. * Executed record filing system to improve document organization and management.   **Affiliations**  Professional Affiliation Member of the Australian Computer Society (ACS) | |

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