**Jeevan Chand**

**Mobile:** +61410709874

**Email:** [Jeevan.chand555@hotmail.com](mailto:Jeevan.chand555@hotmail.com)

https://www.linkedin.com/in/jeevanchand/

**Address:** 712/6 grazier lane, Belconnen, ACT, 2617

**CAREER OBJECTIVE**

I am recent IT graduate from Victoria University with strong technical skills and demonstrable professional exposure to the tech world. I have passion and eagerness to kick-start my career in the IT industry and I look forward to stepping into a challenging position and to learning new things.

**KEY STRENGTHS**

* **Reliable:**

Active contributor to successful projects at university where results were consistently high.

Always ready to take up shifts on short notice to cover in urgent needs or even extend my hours   
whenever required.

* **Quick learner:**

First hospitality job required quick job role pick up at a fast pace

* **Self-starter:**

Woolworths’s work consistently required unsupervised work at a high standard and covering people at work.

* **Team player:**

University requirements included many group projects with diverse students and work conditions at Woolworths were team-based and diversity promoted.

* **Time management:**

Prioritising and working under pressure were essential to all project work at university and work at Woolworths allowed a balanced approach to full-time study and job.

**TECHNICAL SKILLS**

* Broad knowledge of programming (JavaScript, React, Typescript)
* Experience in HTML, CSS, SQL, XML, UML
* Knowledge of OO-programming techniques and technologies
* Knowledge of application server environments such as Apache, SQL Server
* Knowledge of development tools such as GIT, Bitbucket, Jira, Gradle
* Knowledge of Office 365, Azure, Jira

**EDUCATION**

**Professional Year Internship Program (IT)**Indus Industries, Canberra (2021-2022)

**Bachelor of Information Technology**(Major Web and Mobile Application Development, Minor Networking)

Victoria University, Sydney, NSW(2018 – 2020)

**ACADEMIC / INTERNSHIP PROJECTS**

1. **Web Development using Word Press**

**Objective:** Yerra IT Consulting, in my internship, I worked on a website redevelopment project using content management software like Word press. **Languages used:** CSS **Software used:** Word press

## **Responsibilities:**

* Writing content for website
* Collecting themes, images and preparing sitemap
* Writing CSS codes for design and implementing them
* Performing search engine optimisation on websites.

1. **Mobile Application Development:**

**Objective:** In this project, I worked as mobile application developer to android mobile application.

## **Responsibilities:**

* Design and develop mobile application in Android Studio
* Design and develop graphical user interfaces according to design principles and interface guidelines
* Articulate knowledge of concepts underpinning current mobile platforms

**Software used:** Android Studio

1. **Active Directory Design and Development:**

**Objective:** This project required me to work as network specialist for ActiveDirectoryXX.com where the company have 4 servers running windows server 2012. I need to design and configure a network with AD. **Software used:** VMware.

## **Responsibilities:**

* Active Directory Design and Initial Setup.
* Active Directory Installation
* Active Directory Management which includes Group Management, User Account Management, Policies Application, and software Restriction.

1. **Network Management:**

**Objective:** In. this project I have worked as network migrator from IPv4 to IPv6 to meet a recent development in Internet of Thing (IoT):

## **Responsibilities:**

* IPv4 and IPv6 address planning
* IPv4 routing configuration
* IPv6 routing configuration
* IPv4IPv6 Network NAT-PT

**Software used:** Cisco Packet Tracer.

**AWARDS AND KEY ACHEIVEMENTS**

**High Distinction** achieved in Networking Technologies, Project Management, Cloud Application Development, Database 2 and Web Application and Server Management.

**Distinction** in Enterprise Network Management, Database Systems, Operating Systems, Advanced Web Application Development, Cyber Security Essentials, Object Oriented Programming, Software Engineering, IT Profession and Ethics, Server Administration and Management, Online Business Development

**Key Subjects**: Applied Project 1, Applied Project 2, Virtualization in Computing and Mobile Application Development.

**WORK EXPERIENCE**

* **IT Support and Business Analyst Intern**

**Quantum Brilliance, Canberra**  (January 2022 – March 2022)

## **Roles and Responsibilities:**

* Providing technical support across the company (person and over the phone).
* Performing and planning installation and configuration of internal computer hardware, software, systems, networks, printers, and scanners.
* Monitoring and maintaining computer systems and networks.
* Responding in a timely manner to service issues and requests.
* Ensure BCP (Business Continuity Plan) is current and achievable. This includes ensuring backups are occurring and up to date.
* Ensuring ongoing adherence to and compliance with ISO 27001 certification standards.
* Contribute to cross-functional teams and supply IT expertise to customer projects.
* Executing repeatable core business processes and/or technical transactions
* A focus on efficiency, first-time quality, and overall continuous process improvement
* Working with clients to define problems and develop strategies to solve them using a design mindset
* Providing specialist business analysis expertise including eliciting, analysing, and articulating business requirements
* Developing quality, customised outcomes in a range of complex environments

* **Web Design and Development Intern** (November 2020 – February 2021)

909 IT Solutions, Sydney

## **Roles and Responsibilities:**

* Create website layout/user interface by using standard HTML/CSS practices
* Integrate data from various back-end services and databases
* Gather and refine specifications and requirements based on technical needs
* Create and maintain software documentation
* Be responsible for maintaining, expanding, and scaling our site
* Stay plugged into emerging technologies/industry trends and apply them into operations and activities
* Cooperate with web designers to match visual design intent
* **Customer Service Manager**

Woolworths Dunlop, Canberra (April 2022-Present)

## **Roles and Responsibilities:**

* Direct the daily operations of the customer service team
* Identify and address staff training and coaching needs
* Plan, Prioritize and delegate work tasks to ensure proper functioning of the department
* Handle complex and escalated customer service issues
* Enforce company policies and procedures
* Identify and implement strategies to improve quality of service, productivity, and profitability
* Maximize operational performance by providing technical advice, training, and coaching
* Ensure budget requirements are met
* Review Customer Complaints
* Track customer complaint resolution

**OTHER RELEVANT INFORMATION:**

**Skill Framework for the Information Age (SFIA) SKILLS**

* **Generic Attributes**

**Autonomy - Level 3 Apply**

I have worked with in coordination with the Business Manager to engage with clients for requirement gathering for complex website projects.

**Influence - Level 2 Assist**

I have taken leadership roles where I have taken critical decisions in some tasks and successfully completed them within deadlines.

**Complexity - Level 3 Apply**

I have successfully undertaken a wide number of work and applied my learning and skills to solve problems and handled critical situations effectively.

**Knowledge - Level 3 Apply**

I have recently completed a 3-year bachelor’s degree in Web and Mobile Application Development. I have been able to apply my knowledge and skills at the workplace and successfully complete projects.

**Business Skills - Level 3 Assist**

I have used my internship experience to develop my business skills by engaging in client interaction. I have worked as a junior business analyst to understand complex business problems and able to find best solutions to the problems.

* **Professional Attributes**

**Business Analysis BUAN – Level 3**

I have performed as an ICT Business Analyst with the Business Developer and Process Improvement Manager in requirements gathering for developing more complex websites.

**Software Design SWDN – Level 3**

Based on my previous internship as a Web Designer, I used that experience to work with other interns to develop 2 complete websites using content management software Word press.

**Web development and design – Level 3**

Plans and costs web development activities, building in time for iteration, user feedback and design changes, and articulating the costs and benefits of different design approaches.

**VOLUNTEER WORK / EXTRA-CIRRUCLAR ACTIVITIES**

* Active member of Canberra Super8 T20 cricket team.
* Active member of Dhangadhi Junior Jaycees, part of Nepal Jaycees and JCI Nepal.
* Member of Australian Computer Society, ID: 4291996

**REFERENCES**

Scott Gorham Ashok Dangol

(Store Manager, Woolworths Dunlop) Supervisor, Quantum Brilliance

[*Scott.gorham@stores.woolworths.com.au*](mailto:Scott.gorham@stores.woolworths.com.au) *ashok.d@quantum-brilliance.com*

*0409 368 554 0452 585 290*