

# KAZI OMAR FARUQUE

Administration Officer

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## PROFESSIONAL SUMMARY

Experienced in administration, managing records, supporting daily operations, and assisting with customer service in educational settings.

## SKILLS

**Technical:** IT Support & Troubleshooting (Windows, Linux, MacOS), Microsoft 365, Database Management (SQL), IT Documentation, Data Entry, Stock Control, System Administration, Confidentiality.

**Business:** Customer Service, Communication, Time Management, Attention to Detail, Prioritization, Process Improvement, Team Collaboration, Office Support, Correspondence, Document Management.

**Programming & Database:** SQL, MySQL, SQL Server, VBA, JavaScript.

## PROFESSIONAL EXPERIENCE

**Administration Officer - Queensford College;** Hobart, TAS

**July 2023 – Oct 2023**

- Provided administrative support to senior staff, managing records and ensuring smooth operations of student services.
- Assisted in data entry into the student management system (Sentral), including student enrolments and report issuance.
- Managed and maintained student records, coursework, and enrolment folders, ensuring accuracy and timely updates.
- Handled mail, correspondence, and filing, maintaining confidentiality and complying with data protection standards.
- Collaborated with the Head of School to ensure effective prioritization of administrative tasks.

**IT Support & Web Administrator - Travel With a Cause;** Hobart, TAS

**March 2023 – June 2023**

- Delivered IT and administrative support to staff, maintaining systems, managing IT resources, and assisting with day-to-day office functions.
- Administered Microsoft 365, ensuring smooth access and security of files and records.
- Coordinated stock management, ensuring sufficient supplies for daily operations.
- Responsible for the scanning, filing, and retrieval of documents, including confidential student data.
- Assisted with correspondence and provided proactive communication with internal teams and external stakeholders.

**Project Manager (University Project) - UTAS;** Hobart, TAS

**Jan 2022 – Dec 2022**

- Led development of Document Management System, ensuring secure data storage and retrieval.
- Managed stakeholder communication, technical implementation, and risk assessment for successful project delivery.
- Collaborated with clients to gather requirements, provide updates, and ensure project goal alignment.
- Developed and tracked project progress through Gantt charts, delegating tasks among team members.
- Monitored assigned tasks, ensuring timely completion and addressing any arising issues or challenges.
- Authored detailed project reports, documenting milestones, deliverables, and project status for stakeholder updates.

## EDUCATION & CERTIFICATIONS

**Bachelor of ICT** – University of Tasmania (2022)

ICT Professional Year Program – Australian College of Applied Professions (2023)

### Certifications:

**Google IT Support Professional Certificate** – [Coursera](#) (2024)

**IT Support Technical Skills HelpDesk** – [Udemy](#) (2023)

**ITIL Foundation Certification** – [ALISON](#) (2024)

Digital Marketing Certification – [HubSpot Academy](#) (2024)

Google Analytics Certification – [Google](#) (2024)

## PROJECTS

### **Document Management System (DMS) – *Queensford College***

- Developed a system to help manage and organize documents within the organization. Created user manuals, and handled documentation for development and design processes to improve record-keeping efficiency.

## KEY ACHIEVEMENTS

- Supported administrative operations that improved team efficiency, reducing time spent on data entry tasks by 10%.
- Implemented an improved filing system that increased record retrieval speed by 15%.
- Managed the accurate processing of over 100 student enrolments during a peak period.
- Maintained a 100% accuracy rate in handling confidential documents and correspondence.
- Assisted with stock control, reducing resource shortages by 5%.