

KAZI OMAR FARUQUE

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Objectives

An ICT graduate with a degree in Information and Communication Technology. I am passionate about leveraging my technical skills to contribute to society by developing innovative solutions for real-world issues. I am dedicated to creating meaningful impact and eager to continue learning. I am seeking opportunities where I can apply my knowledge to address business needs and cultivate my expertise within a dynamic and forward-thinking tech environment.

Skills

- ITIL Foundations | Azure Fundamentals | Troubleshooting | Requirements Gathering | IT Support | Data Analysis | Microsoft Server/AD/TS
- Solution Design | Information Management | Risk Management | Project Management | Operating Systems - Windows, Mac, Linux | SAN
- Documentation | SDLS | Web & App Development | SMM | CMS-WIX, Wordpress | Microservices | Microsoft 365
- Communication | Problem-Solving | Time-Management | Patience | Empathy | Active Listening | Quick Learner | Conflict Management
- JavaScript | PHP | C | Python | Laravel | SQL | MySQL | Firebase | MongoDB | AJAX | jQuery | Rest API | Kotlin | Swift | Flutter | GIT

Experience

System Developer & Business Analyst

Queensford College

Hobart, TAS, AU 07/2023 - 10/2023

- Collaborated with the student database to input new student data into the system and analyzed the growth of their business.
- Assisted in gathering and analyzing business requirements for assigned system components through interviews workshops and analysis of existing processes.
- Respond to user requests for service, troubleshooting problems and helping develop solutions.
- Supported PC hardware components, desktop operating systems software and application software.
- Collaborated with the development team to implement system enhancement and ensure their successful deployment.
- Keep up to date with emerging technologies, industry trends, and best practices related to software development and business analysis.

IT Support & Web Administrator

Travel With a Cause

Hobart, TAS, AU 03/2023 - 05/2023

- Managed social media accounts, driving brand visibility and engagement.
- Troubleshoot hardware and software issues, including password resets, printer malfunctions, and network connectivity challenges.
- Executed effective marketing campaigns for website traffic and lead generation.
- Provided IT support and maintained network infrastructure for optimal performance.
- Ensuring the accuracy and currency of IT documentation and records through regular updates and maintenance.

Retail Team Member

Coles Supermarket

Hobart, TAS, AU 11/2022 – Present

- Engaged with customers to understand needs, resolve issues, and answer product questions.
- Referred customers to appropriate departments or personnel to swiftly resolve issues.
- Engaged in effective merchandising strategies to promote sales and create an appealing shopping environment.

Education

Bachelor of ICT

University of Tasmania

Hobart, TAS, AU 02/2019 - 06/2022

- Major in Software Development

Professional Year Program

ACAP

Hobart, TAS, AU 10/2022 - 11/2023

- Core units include Business Communication, Workplace relations and practices, WHS, Professional Networking and Presentation Skills

Projects

- **CMS**: Developed a Course Management System website using HTML, CSS, JavaScript, PHP and MySQL (07/2020).
- **STROKE REHAB**: Designed and developed an mobile [app](#) for stroke patient rehabilitation at the University of Tasmania (4/2023).
- **OCEAN GAMES**: Developed a story-based 2D Game(Unity, SDLC) in a one-year project at the University of Tasmania (11/2022).

Others

- **Certificate of ACS**: Achieved Skills Assessment under ANZSCO Code 261312 (Developer Programmer) from [ACS](#) (11/2023).
- **Volunteering Tasmania**: Contributed to the development of Tasmanian communities for state growth. [Certificate](#) received (05/2023).
- **Certificate of IT Support**: Completed IT Support Technical Skills HelpDesk course from Udemy. [Certificate](#) earned (11/2023).
- **Certificate of UX/UI**: Accomplished User Experience Certification from Designcourse.com. [Certificate](#) received (12/2022).
- **Certificate of ITIL**: Achieved ITIL Foundation Certification from ALISON.com. [Certificate](#) earned (01/2024).

Referees

- Referees are available upon request.