KAZI OMAR FARUQUE

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**Objectives** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**As** an IT Support professional, I am committed to delivering exceptional technical assistance to users, ensuring seamless operations within organizations. With a solid background in IT, I am passionate about resolving issues efficiently, enhancing user experience, and maintaining system integrity. Eager to contribute my skills to support business functions and thrive in a dynamic IT environment.

**Skills** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
• ITIL Foundations | Azure Fundamentals | Troubleshooting | Ticketing Systems - JIRA | Cloud Computing | Microsoft Server/AD/TS

• Networking | Information Management | Hardware & Software Installation | Operating Systems - Windows, Mac, Linux, Chrome OS

• Remote Desktop Tools - TeamViewer | Documentation | Scripting & Automation - PowerShell, Bash | Microsoft 365 | Cybersecurity

• Empathy | Communication | Problem-Solving | Time-Management | Patience | Active Listening | Quick Learner | Conflict Management

• Programming & Database Skills - JavaScript | PHP | C | Python | SQL | MySQL | Firebase | MongoDB

**Experience** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

| **IT Support & System Development** |  | ***Queensford College*** | *TAS, AU* | **07/2023 - 10/2023** |
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• Performed routine maintenance tasks such as software updates, antivirus scans, and system backups.

• Setup and maintain computer networks, including troubleshooting network connectivity issues.

• Document technical processes, procedures, and solutions for future reference.

• Respond to tickets, emails, and phone calls promptly, ensuring timely resolution of technical problems.  
• 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** | *TAS, AU* | **03/2023 - 05/2023** |  |
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• 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** | *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*** | *TAS, AU* | **02/2019 - 06/2022** |
| --- | --- | --- | --- | --- |

• Major in Software Development

| **Professional Year Program** |  | ***ACAP*** | *TAS, AU* | **10/2022 - 11/2023** |
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• 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](https://drive.google.com/file/d/1baqJSSZcztfdFiExigXYp-B24JHqdN0Y/view?usp=drive_link) 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 Technical Support Fundamentals:** Gained Technical Support Fundamentals from Google. [Certificate](https://drive.google.com/file/d/18vIMPnhwJiR5eGZih-nP4FmDPfjt-GhT/view?usp=drive_link) received **(03/2024).**

• **Certificate of IT Support**: Completed IT Support Technical Skills HelpDesk course from Udemy. [Certificate](https://drive.google.com/file/d/1rGSwT05t2wDgrsKHE1_KwrrW19nesp_A/view?usp=drive_link) earned **(11/2023).**

**• Certificate of ITIL:** Achieved ITIL Foundation Certification from ALISON.com. [Certificate](https://drive.google.com/file/d/19lSN6OOFHpmr5S5YyUZXwLN8tUElzt6X/view?usp=drive_link) earned **(01/2024).**

• **Volunteering Tasmania**: Contributed to the development of Tasmanian communities for state growth. [Certificate](https://drive.google.com/file/d/1A-GKO0ke1K-GZ6MYLXVrk1dZfx-uLw9O/view?usp=drive_link) received **(05/2023).**

**Referees** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
• *Referees are available upon request.*