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| Ujjwal Silwal | A: U46 492-500 Elizabeth Street Surry Hills NSW 2010  T: 0451263422  E: [ujjsilwal@live.com](mailto:ujjsilwal@live.com) |

# Career Objective

A highly motivated recent graduate with a Bachelor’s degree in Information Technology from Federation University Australia with 3-month experience of working as an intern in Reliable Computer as IT Support is looking for a role as an IT Help Desk to help me put my theoretical knowledge into practice. With my ability to think logically and excellent problem solving and communication skills I can make a difference in your company. I have worked as a team in many projects in my university which will help me cooperate with co-workers to resolve issues.

# Technical Skills

# Programming Languages: Java, JavaScript, HTML5, CSS, PHP, C, SQL, C#

# Computer Systems: Windows XP/Vista/7/ 8/10

# Web Servers: Apache, Windows 2008, 2012

# Computer Software: Microsoft Office (Word, Excel, PowerPoint, Access), Adobe Creative Suite (Photoshop, Dreamweaver, Flash)

GIMP, NetBeans, Wireshark, WAMP, Pencil, Eclipse

# Testing: Unit testing

# Education

**Operations Technology Program Feb 2019- Feb 2019**

Charlie Bell School of Management, Thornleigh

*Key learning areas included: KVS, POS, and KIOSK Troubleshooting, Reimaging the itoners and devices, troubleshooting the DMB (Digital Menu Board),*

**Professional Year Aug 2017 - Present**

Performance Education, Sydney

*Key Subjects: Accelerating Interview Success, Applying Job-search Skills, Australian Workplace Environment, Professional Workplace Communication, Professional Workplace Writing*

**Bachelor of Information Technology**  **Nov 2014 - Jul 2017**

Federation University Australia at IIBIT Sydney

*Key learning areas included: Project Management, Software Analysis and Design, Management Principle, Database Management, Website Development and Java Programming*

# University Projects

**Bahaar Restaurant Website Mar 2016 - Nov 2016**

Federation University Australia, Sydney

**Objective:** To create a fully running website for Bahar restaurant with features like user login, online delivery and writing reviews in the website itself.

**Tools: HTML5, Java Script, PHP, CSS**

**Duties:** In a group of five, I worked on the design and development of the website mainly the front end for the restaurant. At the end of the project the restaurant was provided with fully working website.

**Result:** Achieved a Credit for the final project.

# Employment History

**Shift Supervisor** **Oct 2017 - Present**

McDonalds, Bondi Beach

Responsibilities;

* Demonstrating quality customer service ability by communicating with customers on a regular basis to provide quality and speedy service
* Proven ability to lead by managing day to day shift including staff meal breaks and cleanliness of the restaurant
* Showing attention to detail by monitoring the maintenance of equipment is up to par
* Displaying responsibility and reliability by keeping track of outlet’s inventory and monitoring the quality of products supplied

**Crew Trainer**  **Aug 2015 - Oct 2017**

McDonalds, Bondi Beach

Responsibilities;

* Trained 50 new crew members on different stations within the restaurant
* Worked in a group of 5 to provide high quality and standards within the restaurant
* Communicating service standards to fellow colleagues to ensure high quality delivery
* Conducted station observation checklists to ensure crew members are trained before working in different parts of the restaurant

**IT Support Intern at** **Reliable Computers Australia Feb 2018 - Present**

Reliable Computers, Australia

Responsibilities;

* Solved number of client issues including both the hardware and software
* Successfully recovered data from the faulty hard drives
* Build a new computer system from the scratch
* Installed and worked with both the IOS and Windows operating system
* Replaced the hardware like keyboard touch pad screen battery of all systems
* Diagnosed networking issues and driver’s issues

# Personal Attributes

* **Excellent written and verbal communication skills** - Produced many reports at university and conducted many presentations for projects. Skills also displayed by working in a team in the food industry.
* **Problem solving and troubleshooting skills** - Worked with different types of crews and customers and handled difficult situations while working in the hospitality industry.
* **Quick learner** - Demonstrated the ability to learn quickly by getting promoted from crew member to shift supervisor within the spam of 2 and half years.

# References

Ajit Dhakal

Restaurant Manager,

McDonalds Bondi Beach

Mobile: +61430037634

Email: [ajit.dhakal@hotmail.com](mailto:ajit.dhakal@hotmail.com)

Santosh Koirala

Consultant

East Side QSR

Mobile: +61412899352

Email: Santosh.koirala@au.stores.mcd.com