Krijan Prajapati

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ABOUT ME

Cooperative software engineer student with a can-do state of mind, amazing time administration aptitudes, and a solid user focus. Having skills in diverse areas. Self-motivated and highly reliable positioned to contribute strongly to customer service operations demanding tact, enthusiasm, and an exemplary work ethic.

SKILL SETS

- Collected, analyzed and delivered model of structured data for business initiatives
- Having strong experience in communication through interacting with clients as well as discussing analysis
- Solid organization and time management skills
- Work as part of a team to carry projects and initiate solutions to complex problems
- Highly experienced in Microsoft Office and other tools
- Communicate with customers and provide service to ensure client retention and positive feedback

EDUCATION

University of Technology Sydney
Bachelor of Engineering (Software) Diploma in Professional Engineering Practice   **Jan 2018 - Ongoing**
Cumulative GPA: 3.3/4.0

University of Technology Insearch
Diploma in Engineering Standard   **Jan 2017**
Cumulative GPA: 5.5/7.0

EXPERIENCE

Commonwealth Bank, South Eveleigh   **December 2019 - Ongoing**
Business Banking Associate

- Supporting independent business clients, commercial banking clients as well as major clients with their business needs
- Support business lending products and everyday business banking products
- Enhance clients needs and account structure to make it more effective through identifying improvements using technology solutions
- Communicate with team members on developing actions and next steps by presenting issues and sharing analysis
- Communicate and multi-task with assisting business customers across Australia and supporting their business needs
- Provide support for CommBiz (Online electronic banking channel for institutional, corporate and business customers) and corporate credit cards

Tech Mahindra Limited, North Sydney
Trainee – Support   **March 2019 - September 2019**

- Implemented solutions to business problems and increased work efficiency by 10%
- Presented notion to senior stakeholders on how project performance can be improved. Resulting in the execution of new strategies
- Improved workflow by 20% through analysing data and developing solutions
- Enhanced processes to make it more effective by 70% through identifying improvements using automation and technology solutions
- Communicated with more than 10 team members on developing actions and next steps by presenting issues and sharing analysis
- Addressed business issues through technical reports and graphs

ADDITIONAL

Technical Skills: Python (Machine Learning), Web Frameworks (Django/REST), Agile Methodology, CISCO CCNA
Soft Skills: Team Work, Communication, Problem Solving, Critical thinking
Languages: Fluent English, Hindi and Gujarati
Certifications & Training: Certified UiPath developer, Certified CISCO CCNA

CAREER GOALS

Objective of becoming data analyst with aspiration of transforming data into insights, performing regression tests as well recommending solutions for complex business problems.

- Having strong communication skill will lead to delivering an acceptable outcome to stakeholders.
- Understanding and utilising analytical knowledge to examine and shape a process to achieve an outcome
- Utilising current technical abilities as a medium to achieve an outcome for structuring and delivering outcome.
- Aspire to learn new technology and tools to enhance and develop current knowledge

REFERENCES

Available upon request