

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

REFERENCES

Available upon request