

Hi, I'm Malgorzata Mika.

Information Technology Graduate

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SUMMARY

Recent graduate with education and excellent research, technical and problem-solving skills. Detail-oriented and able to learn new concepts quickly. Highly poised and dedicated with talent in design principles and programming languages. Prospective IT specialist with demonstrated success in website development and skill in data review and procedural updates. Skilled in implementing technical solutions with minimal oversight and working in collaborative environments.

SKILLS

- Front-End Skills: HTML, CSS, SQL
- Time Management and Prioritization
- Communication and Interpersonal Skills
- Responsive Web Design
- Attention to Detail
- Troubleshooting and Testing
- Customer Service
- SAS
- Technical Analysis
- Good command of English
- Microsoft Office literate
- Academic Counseling

EXPERIENCE

Website Developer Intern

11/2023 - 12/2023

Bharat Intern *Remote, India*

- Designed and maintained websites using HTML, CSS, and JavaScript.
- Developed content for webpages including text, images, videos, audio files.
- Created website navigation menus and page layout structures.
- Integrated third-party APIs into existing websites to add functionality or data sources.
- Implemented SEO best practices such as meta tags and keyword research tools for better search engine rankings.

Moreton Bay: Web Development Job Simulation

10/2023 - 10/2023

Forage *Remote, NSW*

- Completed a job simulation involving website planning and creation.
- Created a sitemap and userflow using a diagram creation tool.
- Used HTML & CSS to create a landing page.

Float Attendant

10/2021 - 10/2023

City Cave Balgowlah *Sydney, NSW*

- Maintained cleanliness, neatness and organization of customer areas.
- Interacted positively with guests and coworkers to build professional relationships.
- Answered guest questions regarding amenities and services and offered assistance in solving problems.
- Resolved customer issues to maintain high standards of customer satisfaction.
- Opened and closed establishment on time with proper setup and procedure.
- Handled various cleaning duties to keep common areas neat and organized.

Business Consultant - Digital Industry Project

06/2023 - 07/2023

Practera Remote, NSW

- Successfully identified and described the issues impeding the popularization of the client's website and app.
- Actively communicated with the project team to guide and direct their research.
- Successfully implemented the client's and Practera advisor's feedback with regard to the content of the final report to provide an individualized solutions to the identified issues.
- Edited the report's layout and text to ensure its readability and clear presentation.

IT Customer Service Advisor

04/2012 - 10/2012

Capgemini Katowice, Poland

- Addressed incoming customer inquiries and offered productive solutions, increasing customer satisfaction ratings.
- Consulted with customers regarding needs and addressed concerns.
- Documented customer correspondence in CRM to track requests, problems and solutions.
- Interacted with customers to provide and process information in response to inquiries, concerns and requests about services and products.
- Provided exceptional technical support for the UK-based client in English with efficiency and calm demeanor.
- Responded to and processed the incoming phone calls and online inquiries.
- Registered and processed new orders.
- Exceeded team goals and collaborated with staff members.
- Update the customer records in the system with the latest progress, redirection, or closure of the inquiry.
- Assisted with customer requests regarding CISCO products.

**EDUCATION AND
TRAINING****Bachelor of Science:** Information Technology
Kent Institute, Sydney

11/2023

**WEBSITES, PORTFOLIOS,
PROFILES**

- <https://www.linkedin.com/in/malgorzatomika>
- <https://github.com/Maggie-creator>

CERTIFICATIONS

- Certified Web Designer (W3 Schools)
- Understanding Cisco Cybersecurity Operations Fundamentals (CBROPS) - training in progress