

## **NAVDEEP SEKHON**

## *IT Help Desk Analyst*

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*St Albans 3021*

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*Working Rights: Permanent Resident*

### **PROFESSIONAL PROFILE**

A motivated graduate in Business Information Systems looking forward for IT Help Desk Analyst position in an environment that will help to remain pro-active in this career while supporting to improve skills.

Recently completed an internship at VIT College as an IT Support Assistant and Junior Business Analyst at Ello Telecommunication developed strong communication skills and build professional relationships.

### **Professional Work Experience**

#### **IT Help desk support /Junior Analyst – Internship**

*April 2016- August 2016*

*Victoria Institute of Technology – Melbourne*

*123 Queen Street, VIC*

*Helpdesk and Analysis achievements:*

- *First point of contact for IT incidents and Problem requests with SLA*
- *Logging incidents with Service Desk ticketing Software*
- *Work with other Service Desk staff to resolve IT incidents & problems within SLA timeframes;*
- *Customer Focused: Provide technical and analysis support to the business*
- *Apply operating system updates and configuration changes*
- *Gained Knowledge of ITIL Framework and ticketing systems*
- *Helped Operational Manager with analysing and documenting business processes to build knowledge base for training purposes*

#### **Junior Business Analyst – Volunteer Work**

*March 2015- August 2016*

*Ello Telecommunications – Melbourne*

*Suite 5, Level 4, 424 St Kilda Road*

*Business Analyst achievements:*

- *Problem solver: Performed Business Analysis tasks for the design and implementation of CRM*

- *Requirement Gathering: Participate in meetings and workshops to gather and document business requirements from different stakeholders*
- *Analysis and Modelling Skills: Documentation of business processes with UML modelling technique for adding new features in CRM to automate manual business processes*
- *Prototype: Build prototype from gathered requirements to Design the front end of CRM*
- *Team Player: Build use cases in detail to support the programmers for building effective product as per client requirements*
- *Good Communicator: The elicitation and documentation of Business Requirements from stakeholders through multiple interview workshops*
- *Presentation skill: Conducted presentations and brainstorming sessions to key decision makers*
- *Prepared training material for Sales and Customer Service Department assisting with new CRM features*

## **IT HARDWARE AND SOFTWARE SKILLS**

**Web Technologies:** Active member in Tree house coding community, have gained basic HTML, CSS, JavaScript, Boot Strap, SQL and JQuery skills while working on projects.

**SDLC:** gained analysis skills through Internship to break down complex business processes using UML Eclipse to find better solution to improve these processes within SDLC approach

**User Experience** - Adobe Dreamweaver, MS Visio, Eclipse: Developed UML modelling diagrams with these tools to support Business analysis process in implementing new features to CRM at internship

**ITIL Framework** – Knowledge of IT Service Management: Event Management, Problem Management, Incident Management and Service Desk Role: Applied this knowledge of ITIL in project as Helpdesk Support in university and use Service Now as Demo

## **EDUCATION**

**Professional Year**

**August 2015 – July 2016**

Performance Education, Melbourne

**Key Skills:** Australian Business Culture, Environment and Workplace Skills, Professional Business Communication

## **Bachelor in Business Information Systems**

**July 2012 – July 2015**

*Melbourne Polytechnic, Melbourne*

*Achievements – Distinction average was achieved in System Analysis and Design*

- *Credit average achieved overall*

## **CURRENT PART TIME JOB**

*Evening Office Cleaner, City Central Property Cleaning Pty Ltd – 330 Collins Street CBD*

*June 2012- Present*

City Central is a cleaning company in Melbourne which covers approx. 100 buildings in their contract in CBD. I have done cleaning and supervision roles as per requested by management

### *Achievements:*

- Improved time management skills to balance work and study throughout Bachelors
- Worked in a Team and Reported to the Manager on daily basis
- Developed interpersonal skills by communicating effectively and building relationships with Clients working in Offices, got guidance and reference on resume
- Delivered quality of work under pressure and tight time schedules
- Proven management and leadership skills through supervising team

## **KEY COMPETENCIES**

### *Communication Skills*

- Developed strong communication skills, both written and spoken, while studying my Bachelors and internship. Experience in writing, reports, emails and communication face-to-face with all levels of stakeholders
- Confidence and experience in delivering, presentations during my university studies and internship

### *Ability to work in a team*

- A Strong team spirit and ability to lead and work autonomously when required. Worked as a Junior Business Analyst intern, participated with programmers and Business Stakeholders to get the outlined results in developing CRM

### *Foreign languages*

- Properly able to converse in three languages – English, Hindi and Punjabi

## **REFERENCES**

References can be provided on request