**Nazriet Abrham**

6/10 Grieve Parade

Altona VIC 3018

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*Graduate with a Master of Engineering and a Bachelor of Chemical Engineering. Skilled in flow rate enhancement, process engineering, computational fluid dynamics, data analysis, quality control, process modelling and simulation, and HAZOP studies. Engineers Australia member. Seeking to leverage solid education and experience to obtain an entry-level position in chemical engineering.*

**Education**

**Master of Engineering and Bachelor of Chemical Engineering** 2017

University of Leeds, Leeds, UK

* Research project: Multi-Scale Modelling and Simulation, Advanced Reaction Engineering, Chemical Product Design and Development, and Advanced Chemical Engineering
* Design project: Process Optimisation and Control and Process Engineering Operations, Separation Processes and Reaction Engineering
* Studied: Process Modelling and Thermodynamics, Engineering Science, Materials Synthesis and Characterisation, Mathematical Techniques, Process System and Application, and Safety, Health and Environment

**Projects**

* Researched and studied distribution of hydrogen production from different waste plastics, using various catalysts, experiments including pyrolysis-gasification, two stages of a fixed bed reactor, and gas analysis with Gas Chromatography
* Led a design group for the mass and energy balance calculations and worked as project manager
* Motivated my group by being driven, self-motivated and highly energised
* Collaborated and negotiated project details, building respected and trusted relationships
* Designed a process for making ethylene glycol from ethylene and oxygen, applying HYSYS, employing a heat exchanger design and pressure drop calculations
* Produced vinyl chloride, choosing the best chemical process route for costs, health and safety, used AutoCAD to draw the process flow diagram

**Experience**

**Laboratory Assistant** May 2019 — Nov 2019

**Advance Chemicals**, Melbourne

* Tested batch samples and prepared laboratory samples
* Converted discontinued products into current formulations
* Collaborated on batch manufacturing

**Customer Service Representative** Oct 2018 — May 2019

**SYKES Australia**, for St. George Bank, Gold Coast

* Answered customer calls, resolving enquires, including internet banking and password reset
* Resolved issues, listening to customers, recording and escalating complaints
* Provided detailed information, establishing professional business relations

**IT Service Desk Analyst** Feb 2018 — Jun 2018

**Lloyds Banking Group**, Leeds, UK

* Received IT calls from staff, provided troubleshooting, in this fast-paced, high-energy field
* Logged customer upgrade requests and defect reports
* Maintained software on user machines, using Smurf, logging incidents in Axis
* Identified application issues, resolving complex problems according to escalation procedures

**Customer Service Advisor** Oct 2017 — Jan 2018

**Capita**, Leeds, UK

* Resolved customer issues, professionally, knowledgeably and sympathetically
* Troubleshot and diagnosed product issues
* Logged customer comments, provided suggestions and resolutions

**Academic Support Volunteer** Sep 2015 — May 2016

**IntoUniversity**, Leeds, UK

* Tutored high school and primary school students in math, science and English
* Guided them in their assignments and homework
* Made career recommendations

**Design Engineer**, internship, for The Big Rig Challenge June 2014

**Sellafield Ltd.**, Cumbria, UK

* Balanced tasks and projects, learning applications of the nuclear industry
* Worked as a health and safety team leader, compiling notes for the rig examination process
* Ensured control of the liquid flow, initiating temperature and pressure readings

**Certifications and Memberships**

**Engineers Australia**, graduate member since 2018

**Petroleum Engineering Society University of Leeds**, student member 2014 — 2017

**Women in the Engineering Society University of Leeds**, student member 2014 — 2017

**Skills**

Aspen Plus, HYSYS, Computational Fluid Dynamics, Multiscale Modelling and Simulation, MATLAB and MS Office

**Languages**

Tigrinya

**Referees**

Available on request