

NICOLAS PAPAGEORGIOU

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Professional Summary

Graduate Software Engineer (RMIT, 2025) with 2+ years of professional experience delivering and supporting enterprise intranet solutions across multiple clients. Strong background in software development, troubleshooting, and production support using PHP, JavaScript, Vue.js, MySQL, and cloud technologies. Proven communicator with strong stakeholder engagement skills, agile delivery experience, and a track record of developing business-critical systems and automation solutions. Seeking graduate opportunities in software development, cloud, business systems, or technical consulting.

Key Strengths

- Stakeholder engagement & client support
- Troubleshooting & root cause analysis
- Agile delivery & sprint-based development
- Full-stack development (PHP/Vue/MySQL)

Skills

Programming

Languages: PHP, JavaScript, Python, C#, Java, C++

Web Technologies: HTML, CSS, jQuery, Bootstrap

Frameworks: Vue.js, React.js, Flask, Flutter, Umbraco CMS

Databases: MySQL, SQLite

Cloud & DevOps: AWS, Docker, Bash, Git

Testing: JUnit, Mockito

Methodologies: Agile, Scrum, SDLC, Incident Management, Root Cause Analysis

Languages: English (native), Greek (intermediate)

Soft Skills: Stakeholder communication, Agile delivery, troubleshooting

Professional Experience

Intranet Solutions

Support Developer

Melbourne,

Sept 2023 – Present

- Provided ServiceDesk-style support across multiple enterprise clients, resolving incidents and technical issues in production environments.
- Investigated system faults, performed root cause analysis, and deployed fixes and enhancements using PHP, JavaScript, SQL, and frontend frameworks.
- Developed and maintained client intranet solutions including form workflows, user permissions, data integrations, and automated processes.
- Collaborated with stakeholders to gather requirements, communicate progress, and deliver functional improvements aligned to business needs.
- Maintained technical documentation, internal knowledge articles, and deployment notes to support ongoing operations.
- Supported application deployments, hotfixes, and iterative improvements using agile sprint-based delivery practices.

Key Projects Delivered:

- Implemented a Stripe payment gateway integration within enterprise intranet form workflows (PHP-based), enabling secure online transactions and increasing client revenue from \$5,000 to \$15,000 (+200%).
- Supported 15+ enterprise clients, providing ongoing incident resolution and platform enhancements.
- Resolved 20-30 technical support tickets weekly, including troubleshooting, escalation, and deployment of fixes.
- Integrated a social media feed application for Haileybury using the Meta Graph API.

Founder/Co-owner of Asques Collective Pty Ltd

Founder

Melbourne, VIC

Apr 2022 – Jan 2024

- Founded and managed an e-commerce jewellery business, achieving \$110,000 in sales within six months.
- Designed and deployed a Shopify-based website, implementing customer automation workflows using Klaviyo email marketing tools.
- Developed strong skills in customer engagement, analytics and digital marketing strategy.
- Managed product lifecycle processes including stock handling, marketing campaigns, and customer communications.

RMIT

Peer Mentor

Melbourne, VIC

Mar 2022 – Present

- Mentored university students studying Python and data science fundamentals.
- Assisted students with debugging, coding logic, and understanding algorithms and technical concepts.
- Supported student learning through effective communication and structured guidance.

AAD

Software Engineering Intern – Customer Portal Team

Melbourne, VIC

Apr 2019 – May 2019

- Assisted in building a customer portal using C# and Umbraco CMS.
- Developed backend integration endpoints to support customer record creation and management.

Harvey Norman

Sales Assistant – Sales Team

Melbourne, VIC
Mar 2016 – Jul 2017

- Delivered tailored product recommendations to customers and supported sales operations.
- Developed strong interpersonal communication and teamwork skills in a fast-paced environment.

Projects

Capstone Project

SCRUM Master

Melbourne, VIC

Mar – Jul 2025 (Completed)

- Led a team in designing and developing a Power Platform solution using Power Apps and Power Automate.
- Built a General Ledger (GL) validation system to check both single and bulk GL entries against Oracle Fusion business rules.
- Delivered real-time validation functionality to reduce human error and improve finance workflow efficiency.
- Collaborated with industry partner Andrew Mitchell (Finance Development Manager, Lifeblood) to ensure professional alignment and business value.
- Recognised by [RMIT STEM College on LinkedIn](#) for outstanding achievement.
- Awarded High Distinction for technical execution, teamwork, and real-world impact.

Education

Royal Melbourne Institute of Technology University

Feb 2022 – Jul 2025

Bachelor of Software Engineering

• Courses:

- Algorithms & Analysis
- Practical Data Science
- Cloud Computing
- Web Programming
- Advanced Programming Techniques

Glen Waverley Secondary College

Jan 2013 – Nov 2018

ATAR: 88.10

CERTIFICATIONS & MICRO-CREDENTIALS

- [Peer Mentoring](#)
- [AWS Academy Graduate - Cloud Foundations - Training Badge](#)
- [Business Problem Solving](#)
- [Planning a Project](#)

ADDITIONAL INFORMATION

- Australian working rights
- Referees available upon request