Ali Bonagdaran

██████

alibonagdaran@gmail.com

Education

Bachelor of Information Technology   **February 2023 - November 2025**
University of Technology Sydney
- Distinction average (81.62%)
- Major in Enterprise Systems Development
- Sub-Major in Networking and Cybersecurity

Achievements

2nd in NSW for Information Processes & Technology (2022 HSC)

Professional Experience

Digital Cadet   **March 2025 - Present**
Australian Bureau of Statistics, Sydney, NSW
- Contributing to the migration of on-prem systems to AWS and Azure cloud platforms.
- Assisting in the maintenance and upgrades of DevOps systems, including GitLab and Artifactory.
- Collaborating closely with the DevOps team to enhance business systems such as Jira and Sparx EA.
- Contributing to the development and optimisation of both new and existing application development environments.
- Assisting in the design, implementation, and maintenance of CI/CD pipelines via GitLab to streamline the software deployment and development process.

Business Banking Associate   **November 2024 – June 2025**
Commonwealth Bank of Australia, Redfern, NSW
- Provided general financial advice relating to deposit products, demonstrating an exceptional understanding of the Banks product and service offerings.
- Delivered specialist assistance to customers and internal Bank staff relating to Corporate cards.
- Delivered exceptional customer service by solving enquiries and complaints efficiently, exceeding performance targets for customer experience, NPS +70 and post call survey rate.
- Utilised a customer-centric approach to build rapport and drive positive outcomes, demonstrating emotional intelligence and problem-solving skills, improving daily NPS.
- Collaborated with team members to refer complex queries and sensitive matters to the right team, reducing incorrect call transfers.
- Adapted to a fast-paced, customer focused environment, embracing change and feedback to improve service delivery.

Customer Service Representative   **October 2023 - November 2024**
Service NSW, Ryde, NSW
- Created a positive relationship in all customer interactions, maintaining a professional and friendly manner and ensuring customer satisfaction as a priority.
- Utilised a thorough knowledge of information resources and Service NSW operating practices to solve and record customer complaints and escalate any unresolved issues.
- Ensured customer complaints arising from complex agency transactions are accurately solved and recorded, escalating unresolved issues through the appropriate channels.
- Adhered to privacy requirements and legislative obligations while processing licensing and registration transactions, ensuring confidentiality, privacy and integrity of information is not compromised.
- Delivered expert specialist assistance across complex agencies and state campaigns to customers, ensuring the highest degree of accuracy in advice given.

- Resolved enquiries and complaints from customers presenting with disruptive or abusive behaviors professionally whilst adhering to business compliance requirements.

Digital Service Representative   **March 2023 - October 2023**
Service NSW, Sydney North, NSW
- Monitored digital performance in the centre and took action to increase digital adoption and usage of online services.
- Identified the needs of customers, triaging customer tickets according to priority, complexity, and the knowledge/availability of the Customer Service Representatives.
- Ensured advice given to customers is accurate, efficient, and appropriate. Advised customers on the correct forms to use, referred customers to Federal government agencies or other State government agencies where required.
- Answered general enquiries relating to NSW Government services and answered more advanced queries relating to Service NSW's online and digital offerings.

Crew Member   **August 2019 - March 2023**
McDonald's, Mount Colah, NSW
- Provided exceptional customer service, resolving customer complaints and concerns.
- Managed the flow of the drive-thru, ensuring cars had a total experience time of less than 140 seconds.
- Collaborated with fellow crew members to ensure the smooth operation of the restaurant.

Technical Skills

Languages: Java, C#, JavaScript/NodeJS, HTML/CSS, SQL
Cloud Platforms: Google Cloud, Digital Ocean, Amazon Web Services
DevOps Tools: GitLab, Artifactory, Jira, Sparx EA
Hardware: RAID Array controllers (Home lab), Cisco Meraki switches, media servers