Rohit Raj Shrestha

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SUMMARY

Detail-oriented IT professional with a bachelor's in business information systems, offering hands-on experience in troubleshooting, system maintenance, and IT support. Passionate about technology and problem-solving, I have a proven ability to resolve hardware and software issues, configure IT systems, and deliver exceptional customer service. Known for my strong communication skills, ability to work independently, and eagerness to learn new technologies, I am excited to apply my expertise to an IT Technician role, where I can enhance system performance and deliver innovative solutions for clients.

EDUCATION

Bachelor of Business Information Systems

Canterbury Institute of Management, Darwin, NT | Graduated: May 2024

• Relevant Coursework: Data Analytics, Database Architecture, Programming (MySQL, Java).

Professional Year in Business Communications

National Institute of Technology, Australia September 2024 – September 2025

EXPERIENCE

Research Assistance (developer Programmer) -Internship
Charles Darwin University
Jul 2025- Sep 2025

- Developed and maintained web applications using Django, Python, and MySQL with database integration and user authentication systems
- Converted legacy codebase to modern framework architecture, improving system performance, maintainability, and code optimization
- Built educational platforms supporting Indigenous language preservation with multimedia content delivery and interactive features
- Utilized DBMS tools and version control (Git) for efficient project management while debugging and optimizing web application modules

- Collaborated with faculty on research-driven, data-centric solutions for Indigenous knowledge system projects and IT integration

Table Games Dealer

Mindil Beach Casino Resort March
2025-Present

- Performing real-time mental arithmetic to calculate bets, payouts, and odds quickly and accurately.
- Providing exceptional customer service, engaging with players, explaining game rules, and maintaining a welcoming and professional environment.
- Developing faster and more efficient mental techniques to calculate payouts, improving game flow, and reducing dealer processing time.
- Ensure compliance with all legal, regulatory, and industry standards to maintain operational integrity.

Customer Service.
Woolworths Darwin City
February 2022 – Present

- Delivered excellent customer service, efficiently resolving inquiries and ensuring a positive experience for each customer.
- Applied critical thinking to handle cash transactions, returns, and exchanges accurately.
- Trained new staff on point-of-sale (POS) systems and customer service protocols, improving team efficiency and service quality.
- Leveraged problem-solving skills to ensure smooth operations during peak hours, ensuring customer satisfaction and operational efficiency.

Night Porter
The Cavanagh Hotel

- Provided exceptional customer service, assisting guests with check-ins and check-outs and addressing needs promptly and professionally.
- Managed hotel transactions, including room charges and service fees, and maintaining accurate financial records.
- Responded to guest requests for services and resolved any issues quickly, ensuring high guest satisfaction.
- Optimized financial record-keeping by digitizing transaction logs, improving audit readiness and data accessibility.

SKILLS

Technical Skills
- **Programming & Frameworks:** Python (NumPy, Matplotlib, SciPy), Django, MySQL
- **Data Analysis & Visualization:** Symbolic computation, numerical analysis, statistical analysis, Power BI, advanced Excel (Formulas, Power Query)
- **Business Intelligence & Modelling:** Financial modelling, forecasting, reporting dashboards

- **Data Management & ETL:** Extract, Transform, Load (ETL) processes for multi-source data integration and transformation
- **Tools & Platforms:** Git, GitHub, GitLab, Power BI, Excel, VScode

ACADEMIC PROJECT

Information Systems Project

A project focused on developing an information system from initial requirements analysis to implementation. The project involved:
- Conducting requirements analysis and developing system architecture.
- Creating a prototype using SQL, Java, HTML, CSS, and JavaScript.
- Conducted end-to-end testing and authored technical documentation for system deployment.

PROJECTS

Bundjalung Web Application
Django Developer |
Technologies: Django, Python, JavaScript, MySQL

- Migrated legacy Web2py app to Django, preserving language data and audio archives
- Migrated data models by inspecting and reverse-engineering the MySQL database
- Implemented role-based authentication and editor workflows
- Built transcript editor with HTML5 audio and rich text integration
- Developed wiki-style CMS with version control and approvals
- Designed responsive templates with Django inheritance and custom CSS

AI-Driven NT Tourism Platform | *GovHack 2024*

- Engineered an AI model to analyse tourism data, optimize marketing strategies, and increase stakeholder engagement.
- Utilized Python for data cleaning and visualization, creating interactive dashboards to track visitor trends.

Croc Track: Predictive Risk Analytics | *GovHack 2024 – Team Explorers*

- Collaborated on an AI-powered geospatial tool to predict crocodile activity zones, improving public safety through data-driven insights.
- Integrated Python with GIS tools to visualize risk hotspots, reducing wildlife-human conflicts in pilot areas.

Certification

- Microsoft Excel Advanced (Coursera)
- Data modelling with Power BI (Coursera).

- Creating Django Views and models (Skillsoft)
- Learning Django using Generative Ai Help (Skillsoft)

REFERENCES

Dr. Cat Kutay (Charles Darwin University)

61418455089

Senior Lecturer

More Reference available upon request