**Oveshen Govender**

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# CAREER OBJECTIVE

I am a Service Desk Technician with L1 and L2 technical experience with a passion for cloud. I have experience in Identity and Access Management in Active Directory and Azure Active Directory. I have roughly 2 years of IT experience providing support in Salesforce, BMC Helix and ServiceNow. I have completed foundational cloud certifications in Azure and AWS as well as a Solutions Architect Associate certification for AWS. I am currently looking for a position in the Service Desk, Linux-based support, cloud support and supporting development.

# EDUCATION

**Microsoft Azure Fundamentals (AZ-900) (2023)**

**AWS Certified Cloud Practitioner (CLF-C01) (2023)**

**AWS Certified Solutions Architect – Associate (SAA-C03) (2024)**

**Microsoft Azure Developer – Associate (AZ-204) (Currently Studying)**

# CORE SKILLS

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| --- | --- | --- |
| Problem solving | Efficient time management without supervision | Build, test and maintain cloud solutions |
| Can take feedback well | Effective task prioritization | Cloud security |
| Attention to detail | Cloud best practices | Cloud architecture |
| Providing insights to improve work processes | Build, deploy and test applications | Deploy and secure robust applications |

**WORK HISTORY**

**Thales Australia**

**Service Desk Technician**

**May 2023 – June 2024**

• Providing L1 & L2 technical support remotely using key tools such as SCCM in a corporate managed IS/IT environment.

• Request management and completing tasks relating to account creation, maintenance and access control.

• Software installations via Software Center and license maintenance

• Identity and Access Management via Active Directory.

• Major incident management and assisting in the handling of P1’s and P2’s.

• Creating and updating documentation for my team and the organisation.

• Proposing process and workflow changes to improve efficiency.

**LendiGroup**

**Technical Support Analyst**

**March 2022 – March 2023**

• Providing L1 technical support remotely using tools such as TeamViewer in an Enterprise IT environment.

• Troubleshooting of key features in the Office 365 Business Suite such as OneDrive.

• Technical loan structuring and support for mortgage brokers in ApplyOnline.

• Identity and Access Management via Azure Active Directory.

• User maintenance and access control via Active Directory.

**Aussie Home Loans**

**Broker Support Services Consultant**

**March 2021 – March 2022**

• Providing general IT support remotely using tools such as TeamViewer in an Enterprise IT environment.

• General troubleshooting in the Office 365 Business Suite.

• Technical loan structuring and general support for mortgage brokers in ApplyOnline.

• User maintenance and access control in Azure Active Directory.

**Kantar Millward Brown**

**Market Research Interviewer**

**February 2018 – March 2020**

• Engaging with customers and delivering an outstanding and unique service.

• Maintaining an in-depth knowledge of products and services and informing customers of suitable options that best suit their needs.

• Always taking a proactive approach when dealing with customer inquiries.

• Maintain confidentiality and security of customer information.

**Overnight Front Area Worker**

**McDonald’s Kellyville**

**June 2017 – March 2019**

• Training new staff members in the correct McDonald's procedures.

• Providing feedback on performance when training new crew.

• Recommend training needs to the restaurant’s training managers.

# ADDITIONAL EXPERIENCE

Certification and practical learning is how I like to spend most of my spare time when I am not working. I’ve taken interest in Full Stack Development and Cloud Computing. I have went as far as completing relevant certification in Microsoft and AWS and even undertaking some projects to test my knowledge on Full Stack Development. My stacks of choice include the NLB Stack and the LEMP Stack.

# PROJECT 1 – NLB Stack – An SPA in the Making

# This project was undertaken to increase my understanding of Single Page Applications and the various methods of development. After careful research and rigorous testing I settled on the NLB Stack for my SPA deployment (NuxtJS, Laravel and Bootstrap), this comprises of a frontend framework, a backend framework and CSS Styling with Bootstrap. This project had a very steep learning curve and creating the application and getting it to work as expected posed challenging. I have hosted 2 iterations of the website using differently styled .vue components. <https://nuxt.3three.io> is a demonstration of the power of tooling and utilizing Axios to call Bootstrap 5 coded html files rendered as vue components. <https://nuxtt.3three.io> is a more traditional approach to an SPA and uses modified html coding for the coding of vue components to enable dynamic rendering and SSG while still being SPA-friendly. This project uses client-side rendering for a more dynamic approach to web development. It uses a combination of cloud services and traditional server-side technologies to host a frontend with AWS Amplify and host the backend and proxy servers with EC2 and connecting them together through an API layer and environment variables. The speed of the frontend hosting is coupled with a high performance web server used by Laravel called Octane which increases speed by 10x. through more frequent and better cached API calls to the backend framework, Octane has a big enough cache to enable the cached loading of the entire backend framework compared to just the changes made. This project is truly a demonstration of modern web development and modern cloud servicing with its use of a combination of resources. Links: <https://nuxtt.3three.io> (Main site) <https://nuxt.3three.io> (Alternative site)

# PROJECT 2 – Laravel LEMP – A Server-Side Powerhouse

# My other project is much more traditional in nature and is primarily utilized as a demonstration of PHP coding ability. The entire site is coded in Bootstrap 5 in PHP and runs on Laravel 11.7.0 with PHP 8.3. This is a customer-facing website with numerous custom coded features such as a functional AI Chatbot, Interactive games such as Checkers and Tic Tac Toe and even an Online Store containing a variable, subscription and traditional products. It’s accessible via <https://3three.me> and advertises web hosting, design and development services. Some notable features would be the development of a Chat GPT 4o chatbot that is linked to the site through the global header and runs 5 API’s (OpenAI, Weather, News and Google Search and Voice to Text). This was coded in PHP and utilizes Guzzle for HTTP requests and uses an OpenAI API Key. Something I found quite strange in development was that the ownership of the log file is very important for the chatbot to function. Without nginx (www-data) owning the file the chatbot won’t function, this is a byproduct of using Laravel for routing.

# Tic Tac Toe is coded in PHP and uses AJAX requests for state management so you can verse the computer in the game. It isn’t easy, the logic for the game is very robust and follows 2 directives with neither of them being human behaviour. My biggest challenge coding this was implementing AJAX. This wasn’t the initial plan but after session freezes and some research it was decided to utilize AJAX.

# Checkers was significantly harder to code with a lot more variables and the php file itself needing to be structured in a highly specific way for the game board to render. Generally the code for the game board would reside in the middle of the page under the PHP but as it wasn’t rendering due to the length of the PHP script it needed to be moved to the top.

# The Online Store is mainly for show, I don’t anticipate any sales but it’s using a MariaDB database to store products in a table. The table includes things such as name, price, variable price, subscription, product image and product link. The biggest challenge with this store implementation was getting the images to display along with the rest of the product information. A lot of javascript was required to get the image to display as expected which I found very unusual. I have used Guzzle to integrate both Stripe and PayPal API for payments.

# Site: <https://3three.me>

# Tic Tac Toe: <https://3three.me/tictactoe.php>

# Checkers: <https://3three.me/checkers.php>

# Online Store: <https://3three.me/shop.php>

# References available upon request.