**SA Sumathi Ayyappan**

**Graduate Information Technology**

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### Professional Summary

Experienced in Customer Support for 10+ years in various industry. Previously worked as a Sessional Information Technology Moderator for past four years with Federation University. Enthusiastic professional who is eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Motivated to learn, grow and excel at workplace.

### Work Experience

## FEDERATION UNIVERSITY, BALLARAT, VIC

## *Moderator, February 2015 – August 2019 (casual role)*

Preparing tasks like assignments and exam papers.

Trouble shooting remotely course related updates when partner lecturer is unable to handle.

Double checking the grades online and if needed involved in grade change.

Communicating via email and phone to partner lecturers for any updates and information about student.

Liaise with internal and external stakeholders, acting as a key contact point within the project.

Considering cross-institutional requests.

Considering Academic records for potential Graduands.

## FEDERATION UNIVERSITY, BALLARAT, VIC

## *Student Senate Representative, Feb 2013 – Apr 2014*

Supporting International Students on their arrival.

Maintaining and updating the social websites and Blog of University.

Answering queries in-detail through e-mail support.

Involved in Orientation programs.

Try speaking to students in their native language, to make them feel comfortable.

Attending and preparing for student senate meetings for further improvements.

Conducting feedback session.

## GENESIS INFORMATION SYSTEMS, CHENNAI, INDIA

## *Sr. Human Resource Executive, Jan 2011 – July 2011*

Conducting interviews for candidates by screening the resumes.

Involved in employee relation roles like checking of absentees, payroll, maintaining employee files etc.

Conducting initial Induction program for new employees.

Supporting senior management with relevant employee details at the time of appraisal.

## INTELENETGLOBAL SERVICES, CHENNAI, INDIA

## *Sr. Human Resource Executive, Feb 2007 – Dec 2010*

Screening Candidate resumes for different levels.

Handling job portals by adding relevant job description details.

Issuing offer letters by confirming the candidates.

Involved in employee relation roles like checking of absentees, payroll, maintaining employee files.

Conducting initial Induction program for new employees.

Supporting senior management with relevant employee details at the time of appraisal.

### Education

### FEDERATION UNIVERSITY, BALLARAT, VIC

*Graduated Masters in Information Technology (2014)*

MADRAS UNIVERSITY, CHENNAI, INDIA

*Bachelors in Business Administration (2001)*