###### CAREER OBJECTIVE

In today’s rapidly changing technological era, I wish to apply my skills in IT Support and Services to enable sustainable growth for an organisation. I have a great passion for database systems and keen interest in development and analysis of business software. I aspire to work for customer centric organization where I can use my skills to improve efficiency and technological productivity.

###### KEY SKILLS

1. Power BI, Wave, Google sheets, Alteryx, Momentum, Office 365, MS PowerPoint, MS Visio, MS Excel, Smart Draw, SPSS and MS Project
2. Data Modelling, Linear Regression data mining, HTML, SQL, Oracle, Optimization technique
3. ITIL –Global best practice IT service management, ITIL life style stages, ITIL and IT Governance
4. System Analysis, UML, ERD, Use case Diagrams, Flow Charts, Business Process Modelling
5. Rapid miner, XL miner, Protégé, Tableau, Colossus, Clustering, K-Means
6. Data analytics, Automation, Artificial Intelligence, Ontology, Recovery Sematic Web and Expert System
7. Agile Development, Relationship model, Normalisation, Integrity of data, Rapid application Development, Cost- benefits analysis
8. Graphical User Interface Programming, Network Design, Wireless Network, Network Management, Structured Cabling Security, Web server security
9. Green information technology, IT Sustainability models and strategy

**EMPLOYMENT HISTORY**

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| --- | --- | --- |
| Job Title | Organisation | Period |
| IT help desk support officer | Perth College Business & Technology ( PCBT ) | Present |
| Store Manager | Dominos, Swan View | 2015-2019 |
| Volunteer Event Team Member | Awesome Arts | 2019 |

**PROFESSIONAL QUALIFICATION**

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| --- | --- | --- |
| Qualification | University | Year of completion |
| Master in IT | Curtin University, Perth | 2018 |
| Bachelor in IT | Guru Nanak Dev University, Amritsar Punjab | 2014 |
| Secondary School (Science) | Sangrur Public Sr. Sec School, Sangrur Punjab | 2011 |

**WORK EXPERIENCE, EDUCATION AND PROJECTS**

* At PCBT, I provided level 1 and level 2 support to all college site for standard software applications and operating system of Computers, Laptops and Servers. I managed various stakeholder records including students, clients, and trainers in the PowerPro and PCBT learning management system. I prepared and maintained technical documentation about IT network and database records for future references such as policies and procedure manual.
* I did a project at University where I assisted in developing the IT strategy, embedding innovative practices, enabling continuous improvement and support leading towards enhanced stakeholder engagement, E- risk management and knowledge management. The Green IT project for the Polytechnic west, based in Perth, provides aerospace training and certificate courses, and hangar covers 15,00 square metres, owning Boeing 737 used as a training resource. The organisation had multiple challenges ranging from power management, awareness, behaviour, old hardware, old infrastructure and lack of measurement tools. The recommended IT strategy utilised the Expert system of the organisation to help eliminate the E waste and provided tools for creating necessary awareness.
* At University, I completed a project on data mining of customer buying behaviour to understand the customer buying behaviour by using capabilities of Business intelligence software such as Rapid Miner, XL miner and Tableau. This project was based on Customer Buying Behaviour and project reports were based on SQL scripts building data warehouse in oracle. The summary reports included data mining and analytics functions. I used Rapid Miner, Tableau and also effectively utilised query optimizer on oracle. These reports were developed using data mining to find out customer buying behaviour based on gender, age, sites and environmental factors. In the report, Rapid Miner was used for predictive analytics and Tableau was used for descriptive analytics.
* I wrote a research paper on different research methods used in the articles of the Association of Information system (European Journals) and Australian journals from 2015 to 2017. This research paper, with 30,000 words, included bibliographic analysis to compare different trends followed in over 520 journal articles. The results found were consistent with top global research where quantitative research leading the way, followed by qualitative and last spot for mixed methods in top journals.
* In Curtin information and Technology services (CITS), I provided written case plans on service catalogue and designed service plans to contributing towards desired working culture within data centre operations like networking and capacity management.

**Awards and Honours**

* Awarded the Curtin International Merit Scholarship program
* Gold medal for National Handball Championships
* PWC Emerging Student Technologist

**SKILLS AND CAPABILITIES**

**Design and Documentation**

* During the graduation, I managed IT aspects of a university wide project using appropriate cost control mechanisms by keeping quality and profitability as main goal. I was involved actively in the design, testing & installation of software and prepared database of stakeholder and customer behaviour.
* Designed oracle database using Rapid Miner software.
* Developed predictive and descriptive analysis using Miner and Tableau software
* Designed information technology strategies for E- waste management
* Developed end-to-end process on implementation of ITIL and IT Governance in an organization.
* Built Ontology for ICT employment sector
* Thesis on different research methods used in the articles of the Association for Information system baskets of top European Journals and Australian Journals.

**Practice management**

* In the previous work place as store manager, I managed and supervised the company staff and provided training, prepared job descriptions, prepared business plan to achieve monthly targets, reviewed monthly financial reports that include payables, receivables to accounts department, carry out performance appraisals for the employees of the organisation and take active role in the salary negotiations. I also conducted interviews for staff and prepared training manuals.
* Manage financial success of the company by utilising appropriate credit control and financial reporting.
* Prepared, reviewed and implemented company procedures for the store to achieve and maintain the OH and S.

**PROFESSIONAL LICENCES / CERTIFICATIONS**

* Certificate in ASP.NET and Oracle
* Management Development Training program, Perth
* Safety Training programmes and Work with Children Card

**REFEREES**

Will be provided on request