

CAREER OBJECTIVE

Graduated with a bachelor's in information technology degree, I am seeking a position in the information technology field as a customer service advisor. With a solid foundation in computer networking and security concepts, I am able to bring my enhanced ability in problem solving and quickly adapt to new technologies and security protocols. As a team player with excellent communication skills, I am committed to collaborating with colleagues and stakeholders to ensure that cyber security measures are effectively implemented and maintained.

KEY STRENGTHS

- Possesses knowledge of computer hardware, including but not limited to CPUs, GPUs, RAM, and storage devices, as well as software technologies, such as operating systems, programming languages, and application software.
- Able to provide excellent customer service and handle difficult customers with tact and patience, with more than 2 years experience in customer service businesses in the hospitality sector.
- Able to prioritize tasks and manage time effectively, ensuring deadlines are met and providing timely support to customers.
- Comfortable with change, has the ability to adapt to changing technologies and customer needs, and is able to learn new skills and tools quickly.
- Proficient in using networking concept and protocols such as TCP, IP, DHCP, DNS, and also knowledge of basic security principles and the ability to keep the devices and data secure.
- Familiar with the working processes of different operating systems, mainly Windows, Mac OS, and Linux.
- Proficient in typing at 45–55 words per minute.
- Multilingual: English, Nepali, and Hindi

EDUCATION

The ACS Professional Year Program - ICT
QIBA, Sydney Campus

Dec 2022 - Present

The Professional Year Program is a work readiness program designed to prepare university graduates for the professional ICT workforce. Topics include business communication, workplace relations and practices, WH&S, professional networking, report writing, and effective presentation skills.

Bachelors of Information Technology
King's Own Institute, New South Wales NSW

Jun 2020 – Jun 2022

Key Achievements: *High Distinction/Distinction achieved in Business Statistics, Introduction to Programming, Web Design and Development, Database Design and Development.*

Key Subjects: *Business Statistics, Web Design and Development, Program Design And Development*

ACADEMIC PROJECTS

Web Development Project

Jul 2021

- Title:** Create a website for Youth Neuro Australia (YNA), a non-profit organisation
- Objective:** To design and develop a website called "Scinapse," which will provide support to high School students in their studies by providing them with all the study materials and resources related to science.
- Tools:** HTML, Java, JavaScript, Bootstrap, CSS, Node.js, React.js, Adobe
- Duties:** We built a website called "Scinapse" that will provide science-related resources and material for high school students. Me and a couple of my colleagues were involved in gathering functional requirements for the website, creating a user interface prototype, and work in front-end development of the website. We used Adobe to create the user interface prototype for the website. After that, we designed the front-end of the website using Bootstrap for HTML and CSS-based design templates and Java Script plugins.
- Outcome:** Achieved a Distinction

WORK EXPERIENCE

Waiter - Food Runner/ customer service

Oct 2021 - Present

RSL club, Cronulla NSW

- Taking and processing food and beverage orders , using point-of-sale (POS) system and following the restaurant's menu and service guidelines.
- Handling cash, credit card, and other payment transactions using the POS system and following the restaurant's cash handling procedures.
- Checking on customers regularly to ensure their satisfaction with their meals, addressing any issues or concerns promptly and professionally, and escalating them to the manager if necessary.
- Replying to the customers via email or phone call regarding their bookings and holding a certain amount on their bank account for the table.
- Checking ID of customer who looks underage before serving them any alcoholic beverages as per NSW laws and regulations regarding the sale and service of alcoholic beverages.
- Following the bar's safety and sanitation procedures, including food handling, storage, and preparation, and maintaining proper hygiene and cleanliness standards.

TECHNICAL SKILLS

Programming Languages:	C#, HTML, JAVA, JAVASCRIPT, CSS, PYTHON
Operating Systems:	Linux, Windows OS, Mac OS, Microsoft Windows (Word, Excel, PowerPoint, Project, Outlook)
Databases:	MySQL, SQL
Frameworks:	Bootstrap, AngularJS
Testing:	Software Testing, Application Testing
Applications:	Visual Studio, Adobe Photoshop

PROFESSIONAL AFFILIATIONS

- Australian Computer Society (ACS) - Member ID: 4345511

REFERENCES

Provided upon request