Aaron Zacharia Mathew

Greensborough, Victoria 3088 E: aaronzac03@gmail.com M: 0424629411

www.linkedin.com/in/aaron-zacharia-mathew

CAREER OBJECTIVE

Final year Bachelor of Information Technology student looking for a Graduate position. I am eager to leverage technical skills and knowledge to contribute to innovative projects in the Technology field. Maintained a track record of driving results through continuous learning and improvement. Skilled in leveraging existing knowledge to tackle diverse challenges and deliver tangible outcomes. Demonstrated ability to collaborate effectively in team environments, communicate clearly, and solve complex problems. Consistently meets deadlines and adapts to evolving priorities to achieve optimal results.

SKILLS AND ATTRIBUTES

- **Communication**: Proficient communication skills demonstrated through effective collaboration and clear documentation in team projects
- **Problem Solving**: Great problem-solving capabilities displayed by insightful and innovative solutions produced during projects
- **Time Management:** Exceptional time management skills showcased through multitasking ability for meeting multiple project deadlines
- **Versatility:** Valuable adaptability evidenced by providing excellent solutions amidst rapidly changing project conditions
- **UX Design:** Screen and Prototype designs for shopping application using Figma
- **Web Design Tools:** HTML, CSS, PHP, and JavaScript
- **Programming:** Python, Java, JavaScript, ReactJS, PHP, HTML, CSS, SQL
- **Programming libraries:** ReactJS, Pandas, Seaborn, Matplotlib, and Node.js
- **Project Management Tools:** Agile Methodology, Scrum Framework, Sprints, Trello boards,

EDUCATION

- Bachelor of Information Technology – RMIT University | Feb 2022 – Current
- Victorian Certificate of Education – The University High School | 2016 – 2021

PROJECT EXPERIENCE

Full Stack Development Project

A movie website built using ReactJS, designed for users to view information about different movies and sessions as well as to login or sign up and create reviews and rate different movies.

- Full front-end functionality for movie and session times display
- Login and Signup functionality
- Rating and commenting implementation
- Back-end data storage using Cloud MySQL
- Server and Client-side validation

Medical Clinic Website Project

A webpage designed using PHP, for a mock clinic, which allows users to view information regarding the clinic such as history and staff information, as well as to create bookings for appointments, and an admins page for clinic staff to view information about bookings.

- Customer appointment booking execution
- Client and server-side validation
- Staff login ability

Inventory Management System

A python-based inventory management system allowing users to view stock information, modify items and their values, and view the current list of items.

- Implementation of read and write of information from a data file
- Interactive menu for users
- Add, remove, and update functionalities

PROFESSIONAL EXPERIENCE

Customer Advisor – Telstra | May 2023 – Present

- Identified opportunities to offer tailored alternative products and services.
- Streamlined dispute resolution process, leading to a 50% decrease in escalations and a 20% improvement in resolution times.
- Facilitated staff training for system usage, customer service standards and compliance requirements, leading to a 25% increase in staff proficiency.
- Collaborated in team meetings to identify strengths and weaknesses and implementing improvement plans.
- Received over 60+ Advocates from customer feedback surveys.

Achievement

- Award for Net Promoter Score champion for store in the month of February.

Retail Assistant – Woolworths Metro | Feb 2022 – Feb 2023

- Provided customers with exceptional customer service and product knowledge.
- Conducted daily stock checks and stock replenishments.
- Increased product engagement by 50% through the use of special merchandising strategies.

Retail Assistant – Spotlight | Jan 2022 – Feb 2023

- Managed store transaction and POS systems to manage customer orders.
- Assisted customers with product enquiries and purchases.
- Responsible for store maintenance, stock management and replenishment, and merchandising displays.