

ABIR HASAN SHUVO

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SUMMARY

Turning technology into trust building secure, reliable, and human-centred systems. Motivated and detail-oriented Information Technology student specialising in Cybersecurity with a strong foundation in networking, programming, and secure web systems. Experienced in collaborative environments through both academic projects and customer-service roles. Skilled in Python, SQL, HTML, and pursuing the Cisco Networking Academy Junior Cybersecurity Specialist career path. Passionate about building secure, human-centred solutions that make technology accessible and trustworthy.

EXPERIENCE

Customer Service Assistant

Local Charcoal Chicken Shop

06/2024 - 09/2024, Melbourne

- Managed daily operations, orders, and customer inquiries using digital ordering systems.
- Adapted quickly to new technologies and maintained smooth service flow.

Customer Service Team Member

McDonald's Australia

03/2023 - Present, Melbourne

- Delivered efficient service in a high-volume environment while handling cash and POS systems.
- Collaborated with cross-functional teams to maintain service and hygiene standards.
- Developed teamwork and problem-solving skills applicable to IT support contexts.

PROJECT

ABC Gym Management System - Database and Access Control

- Developed a SQL-based system to manage memberships, payments, and staff schedules.
- Focused on data integrity, query optimisation, and secure login functions.

Zenith Logistics Incident Response Plan Cyber Resilience Framework

- Created a business-continuity and incident-response plan aligned with NIST and ISO 27001 standards.
- Included risk assessment, containment, and recovery protocols.

Personal Web Portfolio

- Frontend Development and Security Optimisation Built a responsive portfolio site (view here) using HTML/CSS/JS to showcase academic projects and secure coding practice.

EDUCATION

Bachelor of Information Technology and Systems (Cybersecurity Specialisation)

Victorian Institute of Technology (VIT) • Melbourne • 12/2026

Diploma of Information Technology

Swinburne University of Technology • Melbourne • 01/2025

CERTIFICATIONS

Introduction to Cybersecurity

Cisco Networking Academy

Introduction to Data Science

Cisco Networking Academy

Junior Cybersecurity Specialist (Career Path) - In Progress

Cisco Networking Academy

SKILLS

Cybersecurity fundamentals, Networking (CCNA)

Data analysis (Python/Pandas), Database management, and SQL

HTML/ CSS, and Linux

Python, Canva, Cisco NetAcad, Figma, GitHub, KNIME, Microsoft Office, and VS Code

