



Abshir Mohamed

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 [Bold Profile](#)

PROFESSIONAL SUMMARY

An experienced IT professional holds a comprehensive background in technical support and client services within the NDIS sectors, contributing over four years to IT solutions and strengthening client relations through strategic support planning for NDIS participants and resolving complex issue in the IT field.

Currently broadening expertise in UX/UI design at Monash University, focused on creating user-centric and efficient app designs. Demonstrates adaptability and a skilled approach in catering to a variety of client needs and addressing emerging challenges in the tech industry.

SKILLS

- Planning and Organizing.
- Problem Solving.
- Team work and Collaboration.
- User Research
- Wireframing and prototyping
- User interface design
- User experience design
- Interaction design
- Information architecture
- Responsive design
- HTML/CS/JavaScript
- Usability Testing

WORK HISTORY

SUPPORT WORK

12/2019 to 07/2023

Mercy Homecare Services | Williams Landing - Victoria

- Support Planning: Developed individualized support plans tailored to unique needs and goals of NDIS participants.
- Problem solving: Addressed and resolved wide range of challenges faced by participants.
- Communication and liaison: Served as primary point of contact for participants, their families, and caregivers.
- Mainstream Support Connection: Actively connected participants with mainstream support services.
- Participants engagement in outdoor activities: Organized and facilitated participant involvement in outdoor and recreational activities.
- Promotion of physical and mental well-being: Championed importance of physical and mental health through outdoor experiences.
- Advocacy and empowerment: Advocated for participants' rights and needs within NDIS framework.

STORE MANAGER - FULL TIME

01/2015 to 03/2019

Noor Computer | Sydney

- Oversaw daily operations
- Conducted routine inventory checks
- Conducted troubleshooting and repairs of computer systems, providing technical support and services to customers.
- Maintained equipment and oversaw in-store technical resources to ensure continuous operation.

EDUCATION

High School Diploma

Cabramatta High School, Sydney, NSW

Associate of Arts | UXUI - User Experience, User Interface

EXPECTED IN 02/2024

Monash University, Melbourne, VIC

CERTIFICATIONS

CHC33015 Certificate III in Individual Support (Disability)