

Ahljun Ciar

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Australian Citizen

CAREER OBJECTIVE

I am a detail orientated individual with a bachelor's degree in IT majoring in Software Development, currently seeking a suitable position to challenge myself and further my career within the industry. I believe that my current skills and experience within the Software Development and IT operations space, in conjunction with my passion for programming and learning new and emerging technologies, will make me a valuable asset to your company.

PROFESSIONAL EXPERIENCE

VENTRA IP, Narre Warren, VIC

Web Applications Developer (Temporary) – Development Team, October 2020 – February 2021

- Tech Stack – Linux, PHP, Javascript, React, NGINX, MySQL in use with the Laravel Framework.
- Developed features and resolved bugfixes on company's custom CRM Application and Customer Control Panel using PHP, whilst abiding by PSR Coding standards and SOLID principles.
- Run integration tests on tasks before shipping it to testing team, to ensure feature is implemented to the highest standard.
- Followed Agile methodology and practices whilst working on company Software Development Projects.

NEC AUSTRALIA, Melbourne, VIC

Associate Developer/Analyst - Digital Services Team, January 2020 – July 2020

- Promoted from IT Graduate to Associate Developer
- Successfully developed and tested software to automate patching for NEC and its customers saving \$300 000 in licensing renewal fees.
- Successfully managed and developed testing process for critical monitoring project.
- Completed testing on cloud azure servers for Automated Patching Project.
- Provided weekly reports of status of testing.

IT Graduate - Systems Management/Digital Services Team (Rotation 2), Jul 2019 – December 2019

- Proactively monitor and resolve any issues on roughly 7000 customer network devices.
- Commissioning and decommissioning of customer network devices onto network management tools.
- Produced monthly reports for customer network devices as per needs.
- Successfully completed on-boarding of new sites for WAGOV Department of Health.
- National Monitoring and Management Solution (NNMS) project – Using the agile methodology assisting with the transformation of NEC's network monitoring and cloud toolset; Gather requirements for new Network Automation Tools and analyse current toolset, develop test cases for new software.

IT Graduate - Infrastructure Team (Rotation 1), Mar 2019 – Jul 2019

- Lead Engineer for Windows CMS patching, coordinating with Automation team for the use of Puppet Enterprise.
- Worked on the Data Consolidation Project; Extracted and analysed VM/Hyper-V machines stored on Data Centres across the country used by NEC.
- Increase of RAM, storage, CPU as well as commissioning and decommissioning of Windows based servers when needed using the Change Management Process.
- Management of User Accounts on Windows servers.

Service Desk Analyst, Jun 2018 – Mar 2019

- Provided a high level of customer service and technical support to customers.
- Logged all incidents and apply the appropriate severity levels, do initial diagnostics provide regular updates and escalate them to relevant resolver groups.
- Consistently received positive feedback from customers and management.
- Exceeded call quality scores and make SLA requirement.

REBEL SPORT, Chadstone, VIC

Retail Sales Assistant, Oct 2016 – Jul 2018

- Provided excellent customer service to internal and external clients over telephone and face-to-face.
- Consistently exceeded KPI sales.
- Won Several Employee of the month awards.

PORT PHILLIP PUBLISHING, Melbourne, VIC

Web Developer (Intern), Apr 2018 – Jun 2018

- Managed and updated web content in WordPress for the company website.
- Built and developed E-Letters, promotions and web pages via HTML, CSS and JavaScript.
- Scheduled and broadcasted E-Letters to customers.

EDUCATION

RMIT University Melbourne, VIC

Bachelor of Information Technology Information Technology (Dec 2017)

- **Relevant Coursework:** Cloud Computing (AWS), Programming - Java, C#, Javascript, Python, Database (SQL), Web Development (HTML, CSS, PHP), Advanced Sys Admin (Puppet)
- **Final Year Capstone Project:** Developed Stock Exchange trading app using PHP.

TECHNICAL SKILLS

- Software/Web Development – HTML, CSS, Javascript, React, PHP, Laravel Framework, MVC, API, SOLID principles.
- Scripting and Automation – Bash, Powershell and Puppet.
- IT operations – VMWare and Hyper-V, Windows and Network monitoring, Active Directory, Docker.
- OS – Windows and Linux (Ubuntu).
- Database - SQL
- Cloud – Azure/AWS
- Version Control with GIT – Bitbucket, Gitlab and Github.
- Agile – Atlassian toolset – Jira, Confluence, Zephyr Testing.

ADDITIONAL SKILLS

- Strong customer service and client liaison skills, with good listening and communication skills.
- Strong problem solving skills, with the ability to work independently or part of a team.
- Proactive fast learner with a passion to learn new technologies.
- Excellent time management skills, strong ability to work under pressure and meet deadlines.

CERTIFICATIONS

- AWS Business Professional