Arjun Bose

Information Technology Engineer

CONTACT

Phone: +64-224090878
Email: aarjunbose2001@gmail.com
Location: Auckland, New Zealand

INTRODUCTION

I'm a Master's graduate in Information Technology from the University of Auckland, holding a valid three-year post-study work visa with no work restrictions. I enjoy solving real-world tech problems and have hands-on experience in IT support, frontend development, data analysis, and basic security practices. I'm someone who quickly picks up new tools and adapts easily to different technologies and team environments. I've worked on projects involving automation, dashboard creation, system troubleshooting, and API integrations. I'm always curious to learn, enjoy collaborating with others, and take pride in building reliable, user-friendly solutions that make an impact.

PROFESSIONAL EXPERIENCE

IT Support Engineer | June 2023 – Feb 2024
TATA TRENT

- Delivered remote IT support for POS systems across 900+ retail outlets, ensuring minimal downtime and high user satisfaction.
- Followed basic cybersecurity practices, including system patching, user access management, and monitoring logs for irregular activity.
- Conducted manual testing and monitoring for new POS system deployments, validating functionality and identifying defects before go-live.
- Troubleshot Windows OS and Microsoft 365 apps (Outlook, Excel, Teams), including user account setup and configuration.
- Implemented proactive POS monitoring and optimised SQL queries, improving system uptime and data accuracy.
- Created a POS troubleshooting guide, reducing resolution times and improving staff efficiency.
- Resolved technical issues using an in-house ticketing system, ensuring timely tracking and closure.

ADDITIONAL EXPERIENCE

Retail Assistant | Mar 2024 – present
Movenpick Ice-Cream New Zealand

- Delivered excellent customer service in a high-traffic environment.
- Supported inventory accuracy and store operations.

INTERNSHIP EXPERIENCE

IT Consultant Intern | Nov 2024 – Feb 2025
ICT Graduate school, University Of Auckland

- Led development of a full-stack web application, integrating a pre-existing web scraping tool with MongoDB to collect and analyse real-time retail data.
- Built interactive dashboards using React and Apache ECharts to visualise pricing, offer, and compliance trends across retailers.
- Acted as Product Manager: maintained a Kanban board, led daily stand-ups, tracked progress, and ensured sprint goals were met.
- Configured automated scheduling for periodic data collection and ensured seamless integration between the scraper, database, and dashboards.
- Handled API responses and data inflow with attention to latency, timeouts, and basic error handling—ensuring smooth data transfer across systems.

Intern, | Apr 2022– Jun2022

Association for Computing Machinery Student Chapter RAIT

- Completed a 30-day ML training, collaborated on a facial recognition project, and enhanced teamwork skills.

Software developer Intern, | Apr 2021– Jun 2021

TechCiti Software Consulting Private LTD

- Completed training in Python, Django, and ML with projects in employee management and facial recognition (2021–2022)

EDUCATION

Master's In Information Technology

University Of Auckland

GPA: 7.125 / 9

Bachelor's in Information Technology

RAIT, University Of Mumbai

GPA: 8.73 / 10

SKILLS & CERTIFICATIONS

- **Support & Troubleshooting:** Windows OS, Microsoft 365 (Outlook, Excel, Teams), POS Systems, Ticketing Tools, Basic Networking
- **Development:** HTML, CSS, JavaScript, ReactJS, Python, C#, Django, TypeScript
- **Data & Analysis:** SQL, MongoDB, Power BI, Apache ECharts, Excel Reporting
- **APIs & Automation:** OpenAI Tools, Open-Source API Integration, Scheduler Setup, Python Automation
- **Dev & Project Tools:** Git, Jira, SAP Tools (LeanIX, Signavio), Version Control, Documentation
- **Security Awareness:** System Hardening, Access Management, Basic Incident Response
- **Practices & Soft Skills:** Agile, Kanban, Clear Communication, Team Collaboration, Problem Solving

---

PROJECTS

Automated Online Auditor for Zero and Low-Alcohol Products

React, TypeScript, MongoDB, Python, Apache ECharts

- Developed dashboards to visualise product distribution, pricing, and compliance trends using Apache Echart & Power BI
- Managed end-to-end data collection, cleaning, and visualization pipelines.
- Configured scheduling and data pipelines for real-time reporting.
- Built insights that supported strategic decisions for retail stakeholders.

Employee Management System

Django, Python, HTML, CSS

- Created a web-based system for onboarding, attendance, and performance tracking. Implemented CRUD operations and authentication features.

Mentor Form Web Application

HTML, CSS, JavaScript, MongoDB

- Built a mentor-mentee matching platform with dynamic forms and real-time data storage. Managed user submissions using a MongoDB backend.

ADDITIONAL ACTIVITES & HOBBIES

- Vice-President, Indian Society for Technical Education RAIT, 2021–22.
- Event Management Head, Indian Society for Technical Education RAIT, 2021–22
- Membership Co-Head, Indian Society for Technical Education RAIT, 2020–21
- Joint Treasurer, Interact Club Apeejay School, 2015-2016
- Adventure: Completed a high-altitude Himalayan Expedition like Bednibugyal and Rupin Pass.
- Volunteer: Taught children at orphanages; participated in beach cleanups and charity events.
- Hobbies: Trekking, Cycling, working out, badminton, and group discussions.