

## AUGUSTINA OO

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📍 Hoppers Crossing, Victoria, 3029

### Summary

Final year in Bachelor of IT with a solid foundation in cybersecurity, enterprise virtualization (VMware, Hyper-V), Unix system administration, networking, database administration, and project management. I am seeking to gain valuable experience, enhance my skills, and connect with industry professionals.

### Work Experience

#### eCommerce Coordinator (Volunteer)

**Big Group Hug, (Community Help for Family in Need)** - Jun 2024 - Present

- Managed eBay orders, ensuring timely processing and shipping.
- Provided customer support via chat and email, enhancing satisfaction and loyalty.
- Coordinated with the team for efficient order fulfillment.

#### Front of House Staff & Barista

**No 93 BBQ House** - May 2023 - Dec 2024 (1 year 8 months)

- Provided excellent customer service, and managed POS system such as adding menu items and payment transaction.
- Worked closely with kitchen staff to ensure timely and accurate order delivery.
- Answered phone calls from customers inquiring about take-out orders or reservations.

#### Corporate Lawyer

**Myo Win & Associates Law Firm** - Jan 2018 to Feb 2021 (3 years)

- Managed client relationships and provided legal advice on corporate matters.
- Drafted, reviewed, and negotiated contracts for various business needs.
- Assisted in founding and registering corporate companies in Myanmar, ensuring compliance with local laws.
- Represented clients in court appearances, advocating on their behalf and resolving legal disputes.

#### Startup Founder

**Visual InnoCreative Production** - Jan 2019 - August 2022 (3 years 8 months)

<https://www.facebook.com/innocreative.mm>

- Led a digital media and marketing production company, delivering innovative solutions to clients.
- Developed creative strategies and ensured high-quality content production.
- Managed customer relations, addressing inquiries and feedback promptly.

Skills	TECHNICAL SKILLS		SOFT SKILLS	
	<ul style="list-style-type: none"><li>• Systems: Microsoft 365, Cisco Packet Tracer</li><li>• Programming: Java, Python</li><li>• Networking &amp; Virtualization: TCP/IP, routing protocol (EIGRP, OSPF), VMware, Hyper-V</li><li>• Web Development: HTML, CSS</li></ul>		<ul style="list-style-type: none"><li>• Fast Learner</li><li>• Resilience</li><li>• Time Management</li><li>• Attention in details</li><li>• Team player</li></ul>	
Education	<b>Bachelor of Information Technology from RMIT University</b> Expected to finish in November 2025 <b>Focus:</b> Project Management, Cloud Security, Software Testing, Full Stuck Development			
	<b>Associate Degree in Information Technology from RMIT University</b> Finished 2024 <b>Focus:</b> Virtualization, Unix Administration, Cybersecurity, Networking, Software Engineering, Further Programming (Java)			
	<b>Diploma of Information Technology from RMIT University, Australia</b> Finished 2023 <b>Focus:</b> UX Design, ICT Project Management, Object-Oriented Programming (Python, Java)			
	<b>Bachelor of Law from Mandalay, Myanmar</b> Finished 2014 <b>Focus:</b> Myanmar Customary Law, Law of Tort, Legal Ethic, Method of Studying Law, Criminal and Civil law, International Law			
Hobbies and Interests	<ul style="list-style-type: none"><li>• Go to Gym</li><li>• Playing Badminton</li><li>• Swimming</li></ul>		<ul style="list-style-type: none"><li>• Travel with friends</li></ul>	<ul style="list-style-type: none"><li>• Party</li></ul>
Languages				
	English:		Burmese:	
<div><div></div></div>		<div><div></div></div>		
Full Professional		Native		
References	Happy to provide upon request.			