

# LOVYA BAJAJ

+61 455 456 329 | blovya@gmail.com | Perth, WA | Portfolio

---

## Summary

---

Friendly, focused and passionate Information Technology professional, with major in in software engineering. Well-developed problem solving and soft skills from past work experience. I am calm and optimistic in high pressure situations. Collaboration with others, creative problem solving, and supporting the team is what I enjoy and where I excel. I am seeking a job opportunity in Information Technology that will challenge my skills, foster continuous learning, and provide room for growth. I am excited to contribute my knowledge, enthusiasm, and dedication to an organization that values teamwork, innovation, and excellence.

## Experience

---

### PepNet Technologies

#### Internship | 07/2024 - Present

- Managed Active Directory accounts, group policies, and access controls, streamlining user authentication and enhancing security.
- Administered Microsoft 365, SharePoint, Azure, VPNs, and multi-factor authentication systems, improving organisational security and reducing unauthorised access.
- Provided IT support for customers via calls.
- Resolved IT tickets efficiently using Zendesk, ensuring minimal user disruption and meeting SLA targets.
- Provided support for desktops, laptops, phone systems, and network infrastructure.
- Set up and configured LAN/WAN networks, including IP addressing and subnetting.
- Designed and maintained server backups, updates and monitoring for high system availability.
- Provided tech support (ITIL) for 100+ customer companies in the IT department.
- Installed and configured landline phones across multiple sites.
- Provided technical support for phone installations and network connectivity.

## Skills

---

Database Management (MySQL), Programming Principles (Python), Data Analysis and Visualization (R and R Studio), Computer Security and Enterprise Governance, Scripting Languages (Linux), Networking Technologies, Cyber Security, Project Management, HTML, CSS, JAVASCRIPT, PHP, C/C++, Python, Linux, Cyber security, . Microsoft Azure, MS Word, MS EXCEL, . Power Bi, SQL, MS Admin, R (R Studio), Data Analysis, Data Visualisation, Microsoft 365, Active Directory, Tableau, Web Development, Customer service, Time management, Leadership

## Education

---

### National Institute of Technology | Perth, WA

#### Professional Year Program | 12/2026

### Edith Cowan University | Perth, Wa

#### Bachelor of Information Technology | 12/2025

- Graduated summa cum laude—3.7+ GPA

## Certificates

---

Introduction to Data Science - Cisco Networking Academy, Commonwealth Bank - Data Science Jon Simulation (Forage), Deloitte - Data Analytics Job Simulation (Forage)