**Alka Issac Sebastian**

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**Career Objectives:**

Final year Information Systems student seeking an entry-level technical support role. Ambitious and hardworking which was demonstrated throughout the duration of the course. Experienced in leading teams and learning new technologies.

**Educational Qualification:**

**2017- Current** Master of Business Information Management and Systems

* La Trobe University
* (Anticipated completion date: Dec 2018)

**Relevant Experience:**

**April – October 2018** **Team Leader**, La Trobe Business Consultancy

* Led a team of three in planning and managing a strategic project for Tourism Australia to improve their research programs’ efficiency.

**Achievements:**

* Performed extensive planning for the project that incorporated Agile Project management techniques and SDLC methodology.
* Conducted Requirements gathering from the client that was crucial to the project.
* Completed the Design phase of the project.
* Performed the Implementation for the client.

**April-June 2017** **Team Member**, MBIMS Group

* Completed a project to design an Information Management System for La Trobe Retail store.

**Achievements:**

* Performed planning required for the entire project.
* Conducted the Requirements for the client.
* Developed a design suitable for the client.

**April – October 2017 Administrative and Technical Support Officer**, Human-Centered

Innovations Pty Ltd

* Apart from administrative duties, provided technical support to the clients of the Robot Matilda.

**Achievements:**

* Developed a set of Quizzes that can be read aloud by the robot.
* Performed various File Management requests by the client.
* Manipulated various code chunks on Putty for HCI for making the robot’s facial and movements more human-like.

**Other Experience:**

**November 2018 – Current Customer Service,** Koala Vision

* Opening and closing of the shop.
* Customer service throughout the business hours.
* Performs Stock Management.

**November 2017- Customer Service**, Lalor Plaza Bakery

**November 2018**

* Trained new staff in customer service, book maintenance, opening and closing of the shop and handling order placement.
* Opened and closed the bakery as well as serviced customers
* Managed customer by myself during the peak business hours.
* Work alone for a year, every weekend achieving every task set out by the manager.

**Skills:**

**Technical Skills:**

* The technical skills I gather from school are listed. I have Intermediate levels of proficiency in all of them: MySQL, HTML5, CSS, JAVA, C++, MS Office.
* The technical skills I gathered from La Trobe are listed. I have Intermediate levels of proficiency in all of them:

1. Data Mining and Data Visualization: R Programming, Orange, Sap Hana

2. Other: Data Warehousing, Prototyping, Project Management,

Trello and Gantt Pro.

* The skills personally worked/working on are Adobe XD, Machine Learning in Python, JavaScript specifically Vue.js, Design Thinking.

**Communication Skills:**

* Secured various prizes for the event named “Best Manager” conducted in various colleges in Kerala throughout the years of 2012, 2013 and 2014.

**Planning and Organizing Skills:**

* Conducted the event named “Best Manager”, a part of commerce fest, as well as the fest as a whole in the years of 2012, 2013 and 2014 for the college.

**Teamwork skills:**

* Demonstrated the capacity to work within a team during various group assignments through schooling and tertiary studies.
* Received the Certificate of Appreciation from the college appreciating all the positive contributions made through various college activities throughout the study period.

**Analytical skills:**

* Conducted research for the third project in college to understand the levels of awareness of Education Loans among college students. This required to develop a questionnaire, conduct field research and perform detailed data analysis of the result.

**Certifications:**

1. Business English Certificate(BEC)- Vantage
2. Oracle Database 10g: Introduction to SQL

**References:**

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| --- | --- |
| * **Dr. Petrus Usmanij** | * **Naren Shanbhag** |
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