

CHITRAN GRAHAM

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<https://docs.google.com/presentation/d/1WW0UL9XmectHbglzm33srQH0zJ5ddz06jwFneWeQ1dk/edit?usp=sharing>

SUMMARY

L1/L2 IT Support Tech & UX/UI Designer for Australian Brushware Corporation. Strong ICT experience & UX UI designing skills, utilized in the context of diverse technical issues and configurations. Currently working on a UX/UI & FE development project for my firm. Able to work under pressure independently & within a team.

TECHNICAL SKILLS

Technical: O365, Exchange Administrator, Database Management, | **UX/UI:** Figma, Miro, Invision, Visual Studio, Storyboard, Trello (Kanban).

PROJECTS

Project Name | <https://www.figma.com/file/tfTIbxqV9IzIap17Huf9Gz/Austbrush?node-id=0%3A1>

- Austbrush is expanding to a \$500 million company. This template document is designed for every level of authentication clearance and also reduces paper consumption.
- Design and Iterate the product in Figma from scratch. Current status working on FE Dev team
- Figma, Visual Studio.

EXPERIENCE

Level 1/2 IT Support / UX/UI / FE-Dev
Australian Brushware Corporation

2021 – Present
Campbellfield, 3061

- Providing technical support to our staff across multiple sites for desktops, laptops, & phones.
- Being the first point of contact for users via the telephone and attend site visits as required. Ensure requests are lodged onto the system, implement corrective action and follow up escalated issues to ensure a successful resolution is achieved.
- Installing/Troubleshooting general IT issues, patches, hardware, software and peripherals and
- Provide assistance to users with MS Office. Establishing and maintaining users on Active Directory.
- Understand user needs, great understanding about end-to-end product solutions.
- Designing interfaces for websites.
- Work collaboratively within the design team.
- Working closely with the development team in designing the website.
- Creating wireframes and prototypes for testing, validation and support robust discussion within the team.
- Updating and maintaining technical user documentation; and maintaining strong relationships with a range of key stakeholders including local and remote users, senior management and external providers.

IT Service Desk Technician 1st / 2nd Line

2021

2020–

Pinsent Mason

Melbourne, 3000

- Log all incidents/requests/services within IT Service Management systems.
- Response & Manage local & International Calls via Cisco Finesse.
- Carry out initial diagnostics aiming to resolve them remotely.
- Liaise with 3rd line teams if there major incident.
- Manage and manipulate Active directory (Server 2016 & 2019) (MS Azure).
- Manage and configure Exchange admin center (Create/request email groups/share mailbox/Calendar).
- Attend quarterly cyber safety Training & Monthly analysis of IT reporting.
- Provide assistance for IT Technical Admin (starters/leavers/data Management).
- Grant access and manage worksite data management systems.
- Manage & manage Citrix servers to grant internal & external users (MS Authenticator).
- Setup client machine and IOS devices via MS Azure.
- Manage & grant access for iManage Users, O365 & Mimecast.
- Manage & Configure profile via Cisco Unity Connection Manager.
- Solve and troubleshoot issue via CMD/Powershell.

System Administrator

2018– 2020

Chandler Park Primary School (DET)

Keysborough, 3173

- Resolve any IT technical issues for the staff and students.
- Configure and manage active directories using PowerShell.
- Setup and Manage all POS (Point of Sale Systems) & Barcode scanners in the school environment.
- Deploy software and applications through Group Policy server.
- Deploy, Manage, and update school Apple OS devices through JAMF Pro and Apple School Manager.
- Manage all students and Teachers Notebook, Polycom based on DET requirements and policies

EDUCATION

UX/UI Bootcamp Certificate: Monash University, Melbourne Victoria.

An intensive 24-week long boot camp dedicated to my skill set. Skills learned consist of Figma, Miro, Invision, Storyboard, Visual Studio & Adobe Illustrator, HTML5, CSS, JavaScript, Bootstrap, jQuery, User-Centric Design Research, Visual Prototyping & Wireframing, User Interface Development.

Diploma in Business Admin 2011, (Multimedia University)

Bachelor's in Business Info Sys 2015, (RMIT)

Diploma in IT Networking 2019, (Upskilled)