EMILY DRAGE

Perth, WA 6066 | emilydrage@outlook.com |

Professional Summary

Adaptable professional with 3.5 years of experience in IT, skilled in fostering positive relationships with customers, businesses, and stakeholders. Proven experience in digital transformation environments, where continual learning and cross-functional collaboration have enabled me to contribute proactively within software development teams.

Currently pursuing a Diploma in Information Technology (Front End Web Development) at North Metropolitan TAFE, I am seeking a junior front-end web development role to apply and grow my skills.

QUALIFICATIONS & EDUCATION

North Metropolitan TAFE

DIPLOMA OF INFORMATION TECHNOLOGY (Front End Web Development) (ICT50220)	Present
CERTIFICATE IV IN INFORMATION TECHNOLOGY (WEB DEVELOPMENT) (ICT40120)	2024

The Knowledge Academy

ISTQB® CERTIFIED TESTER FOUNDATION LEVEL 2018	2020

Mercy College

CERTIFICATE II IN CREATIVE INDUSTRIES (CUA20215)	2017
CERTIFICATE I IN TEXTILES CLOTHING AND FOOTWEAR (LMT11107)	2017
CERT II IN SPORT AND RECREATION OUTDOOR EDUCATION (SIS20313)	2016

EMPLOYMENT EXPERIENCE

HAPPY PAINTERS

Art Teacher – *Volunteering*

May 2023 - Present

BRUMBY'S BAKERY

Hospitality – *Retail Assistant*

July 2023 – Present

WESTERN AUSTRALIA GOVERNMENT

Business Support Officer (BSO) – *Business Information Systems - Applications Operations – PSGO CSA GA (L4)* February 2020 – January 2023

- Provided Tier 2 support for mobile app users via HP Service Manager 9.
- Assisted in new app development, tracking initiatives through Azure DevOps.
- Conducted functional and UAT testing, preparing and executing test cases.
- Developed user guides and training materials.
- Created and updates team process documentation.
- Supported digital transformation efforts, learning new skills to aid team transition.
- Coordinated and participates in meetings with stakeholders and business owners.

*A/**Senior Business Support Officer** (SBSO) Business Information Systems - Applications Operations – PSGO CSA GA (L5)*
February 2020, covering SBSO's one-month leave

- Provided Tier 2 support for mobile app users, managing a small dev-ops team.
- Mentored support staff and ensures alignment as Product Owner for business value.
- Acted as liaison between development, customers, and Scrum teams, facilitating stakeholder meetings.
- Organizes MVP work, prioritizes requirements, and enforces team processes.
- Delegated tasks from management and advises on tools/processes for customer support.
- Conducted pre-production UI tests and drafts agile documentation.
- Participated in Change Advisory Board meetings and Scrum of Scrums as required.
- Acted as Scrum Master, facilitating communication between development staff, stakeholders, and customers.

*A/ **Administration Assistant** – Applications Operations – PSGO CSA GA (L2)*
June 2019 – September 2019

- Prepared meeting materials, set up conference rooms, and documented meeting notes.
- Managed procurement, office maintenance, and general administration tasks, including:
  - Answering and directing calls. ○ Organizing meeting invites and locations.
    - Preparing and distributing meeting minutes.
  - Electronic file management.
- Verified timesheets and attendance per HR policy.
- Handled invoicing, receipting, and corporate credit card management following the Financial Management Act.

LIVE CLIENT PROJECT (North Metro Tafe)

Public Libraries Western Australia (PLWA) *– WordPress Website*

As part of my Diploma in Front-End Web Development, I contributed to a team project to redevelop the WordPress website for Public Libraries Western Australia (PLWA). The project aimed to modernize and secure the site, enhancing usability and aligning it with PLWA's mission to advocate for public libraries across Western Australia. This involved developing a custom WordPress theme specifically tailored to PLWA's needs and brand identity.

Focus Areas and Contributions:

- Conducted UX testing with a user test group to ensure a user-friendly experience.
- Researched and created an options analysis for WordPress contact form plugins.
- Installed and configured the Forminator plugin to enhance form functionality.
- Styled and formatted tables to improve visual consistency.
- Led telephone meetings with the client to refine project requirements and ensure alignment.

Tech Stack:

- **Platforms**: WordPress, GitHub, Figma
- **Languages**: HTML, CSS, JavaScript, PHP
- **Frameworks**: Tailwind CSS
- **Version Control**: Git

PLWA Website: https://publiclibrarieswa.org.au/

Project site (dev): https://librarian.screencraft.net.au/

Prototype: https://www.figma.com/proto/imLb55aU6ouDdiKkhm018F/Website?type=design&node-id=197-

389&t=JoU2aIJeYRDSD2vC-1&scaling=scale-down&page-id=118%3A275&starting-point-nodeid=118%3A278&show-proto-sidebar=1

LICENSES & CHECKS

- WA Motor Driver's License – Class C
- Working with Children's check
- Responsible Service of Alcohol (RSA)