**Amit Gupta**

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**CAREER OBJECTIVES**

To work as a team member in a professional environment that enables me to utilise my skills and simultaneously contributing towards efficient and effective running of the organisation.

**COMPUTER SKILLS**

* Worked and well versed with Microsoft Office package (Microsoft Outlook, PowerPoint)
* Proficient with Microsoft Word, Excel (pivot tables, vlookup)
* Experience in Windows Operating System

**EDUCATION**

Masters of Information Technology **2015 – October 2016**

Charles Sturt University

* Pass Leader (Peer Assisted Study Sessions) – acting as a mentor, facilitating sessions, guiding and assisting students to revise and learn the subject in a fun and engaging environment and therefore, achieve better results.

Bachelors of Technology in Electronics and Communications Engineering **2000 – 2004**

Vardhaman College of Engineering (J.N.T.U)

**PUBLICATIONS:**

A. Gupta et al., “Comparative Study of Classification Algorithms using Data Mining: Crime and Accidents in Denver City, USA”.

* Performed data analysis on the crime and accident dataset using Excel and WEKA software (used in Data Mining), gaining insights on data patterns and trends.

**EMPLOYMENT HISTORY**

**Third Wave Café – Port Melbourne, Australia**

Data Entry Officer / Administration Assistant **June 2015 to till date**

Responsibilities:

* Process customer food orders through the ordering system within time limits.
* Enter customer information, vendor receipts, invoices and payment information into the system, files and forms.
* Maintain records of activities and store completed documents in designated locations.
* Liaise with front of office, customers, vendors and drivers in managing delivery of food orders as per ETAs.
* Collecting customer bookings information and updating it accurately in the system.
* Responsible for managing food deliveries dealing with accurate and secure processing of cash.
* Manage closing and opening time for delivery of orders during busy hours of restaurant, by working along with external stakeholders.
* Perform administrative tasks such as filing and scanning.
* Liaise with Vendors as and when required in ensuring the food menu and pricing is correctly updated on the websites.
* Maintain integrity, confidentiality and accuracy of data.
* Process payments over phone and perform other ad-hoc and administrative duties.

**Australian Red Cross – Melbourne. Australia**

Office Administration **Jan 2015 to Mar 2016**

Responsibilities:

* Works collaboratively as a member of the Emergency Services team to ensure the efficient, effective and responsive operation.
* Provide recruitment and training administrative support to the Emergency Services Department.
* Prepare and maintain spreadsheets utilising MS Excel and other departmental database applications. Generate reports using Excel working with pivot tables and vlookup.
* Undertake assigned tasks related to volunteer recruitment such as preparing information packs and conducting reference checks.
* Data entry and effective and efficient day to day maintenance of database records including client and volunteer details.
* Undertake filing duties of hard copy volunteer personnel records, including making up new volunteer files/archiving resigned volunteer files where required.
* General office and administration duties including mailing and preparing reports.
* Entering surveys and feedback forms received into Survey Monkey website and designed systems.
* Assist with administrative tasks involving diary management, photocopying and archiving records.
* Support the operations team with all administration functions and perform ad-hoc duties as required.
* Ensure personal and sensitive information is managed in accordance with Privacy legislation.
* Work with all Red Cross Personnel in a respectful and supportive way.

Achievements:

* Managing information and data of volunteer details across both MAVIS and the Emergency Services applications “REDS” e.g. police check maintenance, adding new volunteers recruits to these 2 databases, managing resigning volunteers, and running reports.
* Assisting the Emergency Service staff in managing the current audit of volunteers project “New Transition Model”.
* Assisting the recruitment and training team with tracking new volunteers through each stage of the recruitment and training and ensuring administrative tasks associated with on-boarding a volunteer are completed in a timely manner.

**STRENGTHS**

***Self-Development***

* Take advantage of continuous learning and apply knowledge and skills to practical use.
* Readily absorb new information, continuous learning and adaptable to new situations.
* Receptive to feedback and suggestions and working on them.

***Team Work***

* Experienced working with teams to complete projects, set initiatives and KPIs.
* Establish good relationships with team members and experience working with diverse teams and people from other cultures and backgrounds.
* Maintain a healthy work environment by acknowledging others needs and treat them with respect.

***Self-Conduct***

* Can do Attitude and attention to detail.
* Ability to multitask and worked effectively as a team member in a fast paced environment.
* Experienced administrator and data entry officer with a focus on delivering good outcomes and working to deadlines.