Harrison Oates

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An analytical, resourceful, and ambitious technology professional with **proven information systems experience**. Combines a willingness to learn, ingenuity and solid technical acumen to deploy critical software, support quality assurance testing and develop modern applications.

Areas of expertise include:

- JavaScript
- React
- Jira
- QA Testing
- Typescript
- SQL
- Power BI
- System Integration
- Python
- Node.js
- Git
- Microsoft Office

PROJECTS

Tripset – An application that helps with keeping track and keeping up to date with trip itineraries.

Evo – A genetic algorithm visualiser that operates almost as a Rubik's Cube solver.

Farfriends - A group of conversational chatbots, each representing a different cartoon character.

PROFESSIONAL EXPERIENCE

FIRE & RESCUE NSW — Sydney, NSW
Performance Reporting Analyst — **Jan 2022 – Current**

- **Guided quality assurance testing through Jira** for a web application rolled out to over 330 fire stations across New South Wales, Australia.
- **Developed KPI Dashboards** to measure and track operational performance against organisational outcomes, creating alignment between business functions and specific objectives.
- **Led analysis projects into crucial fire metrics** such as the fire injury rate and the average incident response time, driving operational improvement across NSW.

DXC TECHNOLOGY — Sydney, NSW
Operations Analyst — **Oct 2018 – Mar 2020**

- **Led an Australia & New Zealand (ANZ) wide virtual training program** that up-skilled over 1000 employees on the knowledge and skills of the agile methodology.
- **Implemented a car parking mobile app** for onsite parking across ANZ, enabling car park reservations and real-time capacity monitoring, significantly reducing operational costs.
- **Coordinated data migration and testing activities** for an ANZ wide system integration which encompassed four separate functions and resulted in a 20% reduction in lead time.

EDUCATION

MACQUARIE UNIVERSITY — Sydney, NSW
Bachelor of Commerce — **Jan 2015 – Sep 2018**

- Major in Accounting and Business Information Systems.
- Distinction in Capstone Unit for developing a customer loyalty mobile app for a cafe franchise.

FREE CODE CAMP — Online
Full-Stack Web Development and Python Development — **Sep 2021 – Sep 2022**

- Completed six courses, each equivalent to 300 hours of study.
- View certificates here: https://www.freecodecamp.org/HarrisonOates