JAKOB KURIATA

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EXPERIENCE

Administration Assistant - Department of Communities   **Sep 2024 - Present**

- Review and refine transition-to-support documentation, collaborating with various departments to ensure alignment, accuracy and smooth handover processes.
- Help optimize the department's ServiceNow platform, maintaining system efficiency, and addressing user needs.
- Assist with the department's mobile device fleet across Western Australia, including deployment, management, and incident resolution.
- Manage mobile incidents, including remotely troubleshooting devices, resolving SIM card issues, and coordinating replacements.
- Monitor and prioritize the mobile phone request queue, ensuring timely resolution resolution of user requests.

Applications Officer - Department of Communities   **Apr 2025 - Jun 2025**

- Oversee the configuration, maintenance, and enhancement of platforms including SharePoint, Microsoft Power Platform, Nintex Forms and Workflows, and Azure DevOps.
- Triage and assign ServiceNow tickets for the team, while personally handling requests such as DevOps access, SharePoint and MS Teams site setups, as well as general troubleshooting across supported platforms.
- Maintained business solutions using Power Automate and Power Apps, managing automated workflows and custom applications to streamline processes and improve team efficiency.

Waitperson - Crown Perth   **Dec 2022 - Present**

- Ensured high levels of patron satisfaction by providing prompt, courteous, and professional service, effectively handling and resolving customer complaints.
- Awarded the "Going the Extra Mile" award for exceptional service and dedication to customer satisfaction, demonstrating strong problem solving skills and composure under pressure.
- As a higher-duty employee, I am responsible for managing the restaurant in the absence of supervisors/managers.

EDUCATION

UNIVERSITY OF WESTERN AUSTRALIA   **Feb 2021 - Nov 2023**

Bachelor of Science (Major in Computer Science)

- **Relevant Units:** Professional Computing, Agile Web Development, Data Structures and Algorithms.

PROJECTS

Global Event Management System - UWA Capstone Project 2022

- Developed a secure online event management system for event organizers, enabling efficient event creation, management, and ticket sales.
- Utilized Flask for the web framework, helped implemented Stripe for secure payment processing, and leveraged SQLAlchemy for robust database management.
- As Scrum Master during the final sprint, I facilitated meetings, delegated tasks, and ensured project milestones were met, contributing to the successful completion of the project.

Memory Flash - UWA Group Assignment 2022

- Created a memory game designed to enhance and test users memory concentration.
- Built as a web application using Flask for the backend, heavily utilizing JavaScript for dynamic, interactive front-end features, and SQLAlchemy for data storage and retrieval.
- Collaborated with team members through GIT to design game mechanics, implement web design, and perform user testing.

Rake - UWA Group Assignment 2022

- Designed and implemented a client/server socket program for the remote compilation of C files, facilitating distributed development environments.
- Utilized Python for both client and server components, ensuring efficient communication and file handling over the network.

REFEREES

- **Michael Wong** - Team Leader SIAM and Process at Department of Communities - 0412 088 066
- **Ross Cicirello** - Manager Applications at Department of Communities - 0432 831 389
- **Amanda Eckersley** - Manager at Junction Grill Crown - 0412 133 583