

Recent completion of a **Master of Science (Data Science – Artificial Intelligence and Machine Learning)** and **Bachelor of Science (Computer Science and Engineering)**; passionate about learning and further developing skill set in industry. Determined and solutions-focused individual with a ‘can do’ attitude; is an integral element underpinning my approach to academic study, paid/voluntary employment and general life experiences. Effective communication and interpersonal skills with the ability to easily establish a rapport with people from diverse backgrounds and cultures; and capable of working independently or collaboratively as part of a team.

CORE STRENGTHS:

- Data Analysis/Visualisation, AI & Machine/Deep Learning
 - Research, Analysis & Auditing
 - Software/Web Tools Design & Development
- Time Management - Plans, Prioritises & Multitasks
 - Effective Communicator
 - Works Collaboratively & Independently
- Ethical Decision Making & Professional Judgements
 - Initiative & Problem Solving
 - Strong Work Ethics, Integrity & Confidentiality

Work Rights: Temporary Graduate Visa (Subclass 485)

TECHNICAL SKILLS

PROGRAMMING LANGUAGES: Python ((NumPy, Pandas, Matplotlib, Seaborn & Scikit-Learn), ASP.Net, C#, PHP, JavaScript

OPERATING SYSTEMS: Microsoft Windows, Mac OS & Linux

SOFTWARE: Microsoft/Office 365, PowerBI, Tableau, AutoCAD, SPSS, MatLAB & Git

EDUCATION

University of Southern Queensland (UniSQ) - Toowoomba

Master of Science (Data Science – AI & ML) (2025)
Achievements: Winner of the 2024 Student Leadership Award & 2024 Student Voice Award

Parliament of Australia

National Leadership Forum (2024)
Achievement: Selected to be 1 of 2 UniSQ Representatives and one of 183 Delegates from Australia & Pacific Region

American International University, Bangladesh

Bachelor of Science (Computer Science & Engineering) (2022)
Achievement: Winner of 2022 Dr Anwarul Abedin’s Leadership Award

UNIVERSITY PROJECTS

- **Future Prediction of Health Care Sector in Queensland Based on Public Data** (Industry collaboration with STATIM Pty Ltd) – analysed, collected, extracted and combined data into a scalable format; and used Power BI and Tableau for data analysis (Oct-Dec 2024).
- **UniSQ Graduate Nurse/Midwife Job Match Web Application** (Software development project) – developed web application using Laravel for both the front and backends (Oct-Dec 2024).
- **Natural Language Processing for Customer Insight Analysis and QA System Development for e-Commerce Platform** (AI and ML) – analysed Amazon Review datasets for sentiment analysis and opinion mining using machine transactions, chatbot and dialogue systems; developed QA system using BERT and GPT; and applied cutting-edge tools (including NLTK, TextBlob and Transformers).

Github: <https://github.com/jamil-istiaq>

EMPLOYMENT EXPERIENCE

FREEDOM IT, Toowoomba Apr 2025 – Current
IT Engineer (Casual)

- Developed a multi-platform ASP.NET application using API integrations, with backend support via SQL Server and Azure services.
- Manage and optimize the client support portal—handling user access, system updates, and support ticket workflows to ensure smooth operations.
- Collaborate with field teams via 3CX and Microsoft Teams to diagnose and resolve technical issues; deliver hands-on hardware support for installations, troubleshooting, and maintenance.

AXIOM TECHNOLOGIES, Toowoomba Dec 2023 – Current
IT Support Engineer (Hybrid/Casual)

- Providing onsite IT helpdesk support to client end-users including troubleshooting server and software /hardware/networking issues; installation and configuring software and domain controls on Windows server platforms; and performing routine maintenance and system checkups.
- Delivering exceptional and prompt service to all clients to enhance system efficiencies by using highly developed interpersonal and time management skills in a professional manner.

VOLUNTARY ACTIVITIES

UNIVERSITY OF SOUTHERN QUEENSLAND – Toowoomba Campus Jul 2024 – Jan 2025
Committee Member – AI Rapid Response Group
Student Representative – School of Mathematics, Physics and Computing Mar 2024 – Nov 2024

- Gained hands-on experience in analysing and monitoring artificial intelligence (AI) trends; developing and monitoring the implementation of the university’s AI plan; identifying AI risks/threats and providing recommendations; and collaborating with stakeholders to develop continuous improvements and strategies.

PEOPLE FIRST/HERITAGE BANK - TOOWOOMBA ROYAL SHOW Mar 2024 & Mar 2025
Steering Committee Member

TOOWOOMBA CARNIVAL OF FLOWERS Sept 2024
Information Booth Volunteer

REFEREES

Available on Request.