

# Caleb Osborne

Graduate Engineer - Aspiring UI/UX Designer and Developer

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## WORK EXPERIENCE

### Vodafone Fiji

Graduate Engineer - Billing & Convergence Systems

Jun 2024 - Present

- Administer Prepay systems including CVBS, MCCM, and PCRF databases, extracting information as needed.
- Create, test, and deploy new price plans, tariffs, services, and marketing campaigns.
- Maintain and provision the CVBS system, handling SIM provisioning and number management.
- Provide first-level support to customer queries and issues/tickets raised by customer care and the retail team, and support the team in responding to call-outs 24x7x365.
- Ensures accurate, compliant, and complete reports (e.g., UniDial, Reconciliation, Variance, Audits, and Connection Reports) are distributed to relevant recipients within agreed cycles (weekly and monthly).

### Duco Consultancy

Graduate Technology Consultant

Jun 2023 - Jun 2024

- Spearheaded a Master Data Management Project with STIBO Systems for a New Zealand-based client, focusing on enhancing product information quality through data enrichment.
- Led efforts in managing and enriching client data to optimize product information quality for improved sales performance.
- Engaged in comprehensive training to learn the foundations of Microsoft 365 and Microsoft Power Platform.
- Collaborated with the Creative Digital team to broaden expertise in Digital Marketing and Design, contributing to a diverse skill set consisting of skills in graphic design, motion graphics and video editing.

### Infinity PlusOne Ltd

Intern Software Engineer

Feb 2023 - Jun 2023

- Attained the foundation to develop web applications and solutions for regional companies and organizations in the Pacific to enhance productivity and time efficiency.
- Successfully grasped basic knowledge of using .NET programming and developing web applications in Visual Studio, using resources such as Entity Framework, SQL Server Reporting Services, MVC and C#.
- Collaborated on a Customer Relations Management System (CRMS) project for an organization, that enabled them to easily handle all customer records. Developed using C#, MVC, Entity Framework, and Visual Studio.
- Achieved a foundation of knowledge on important aspects of Full- Stack Software Development in a short span of time, demonstrating fast-paced learning capabilities and willingness to learn.

## EDUCATION

### The University of the South Pacific

Bachelor of Science - 3.2 GPA

Feb 2020 - Mar 2023

- Relevant Coursework: Majoring in Computer Science and Information Systems.

## PROJECT

### Vodafone Innovation Portal

Sep 2024

- Developed an online platform to streamline the submission, review, and development of innovative ideas within the organization. Key features included a secure login system, idea submission forms, review and feedback mechanisms, and collaboration tools for employees. The platform also tracked idea progress and provided recognition for contributors.

## SKILLS

- Technical Skills: C# - Java - JavaScript - HTML - CSS - .NET Development (MVC, Entity Framework, Blazor, etc) - PHP - React - Microsoft Dynamics 365 (Sales, Customer Service) - Microsoft Power Platform (Power Apps, Power Bi, Power Pages)
- Creative Skills: Adobe Premiere Pro - Adobe Photoshop - Adobe Illustrator - Adobe Audition - Adobe After Effects - UI/UX Design - Figma