LIZA ARORA

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Product Consultant / Software Implementation Consultant
Governance, Risk & Compliance | Strategy & Performance Management |
Project & Portfolio Management

PROFILE

Proven qualifications earned from reputed Australian Universities and employed in the cutting-edge technology sector in Australia, serving reputed Australian organisations through my current employment.

Highly motivated ICT and cyber security professional, with expertise in the latest technological developments in Artificial Intelligence, Data Science and Cyber Security gained while working on different projects at Victoria University, Australian ICT industry and overseas. Experience combined with strong academic background and ability to develop skills to drive change and contribute to promoting innovative ideas in the Australian ICT sector.

Over ten years of professional experience in software design, development, and integration with expertise in all aspects of software development life cycle including requirements analysis, design, development, integration and production support to bring value to an organization.

EDUCATION

Master of Applied Information Technology
Victoria University – Melbourne, Victoria
June 2017 – July 2019
- Dean's Scholar Postgraduate Award
- Outstanding Graduate in Information Technology Discipline, Postgraduate Award
- Outstanding Achievement in IT Project Management Award
- High Distinction in all the units with an overall average of 86.06%.

Bachelor of Computer Applications (Honours)
Punjab Technical University – Punjab, India
May 2000 – July 2003
- Ranked 1st in second and third semesters & 2nd in the sixth semester
- Graduated with High Distinction (Honours degree) scoring 81.24% in aggregate.

Professional Year
Monash Professional Pathways – Melbourne, Victoria
Dec 2019 – Nov 2020
- Outstanding Achievement Award

Oracle 9i for Developers
Oracle Software India Ltd – Chennai, India
April 2002

Diploma in Computer Programming
Centre for Development of Advanced Computing – Punjab, India
Aug 2000 – Feb 2001

Programming using C and Data Structures
College of Computer and Information Technology – Punjab, India
May 2001

AWARDS & HONORS

- **Dean's Scholar Postgraduate Award 2020** from Victoria University, Melbourne, Australia
  https://www.youtube.com/watch?v=P9EY6liwTZM&feature=emb_logo
- **Outstanding Graduate in Information Technology Discipline, Postgraduate Award 2020** from Victoria University, Melbourne, Australia
- **Outstanding Achievement in Principals of IT Project Management Award 2019** from Victoria University, Melbourne, Australia
- **Member of Australian Computer Society – Certified Professional 2020** from **ACS, Australia.**
- **Outstanding Achievement Award for Professional Year 2020** at Monash Professional Pathways, ACS.
- **Awarded Bachelor of Computer Application with Honors 2004** for being an elite student in Institute of Management Studies, Punjab Technical University, India.

PROFESSIONAL EXPERIENCES

Camms (CA Technology Pty Ltd) – APAC Camms.
July 2022 – Current
Product Consultant (Permanent full-time)
Key responsibilities:

- Scoping and Designing SAAS products for GRC, Strategy and Project Management after careful analysis and evaluation of client-specific requirements.
- Business case development for the roadmap items and evaluation of best practices to deliver solutions that are within time and scope.
- Facilitate design sessions internally for the enhancement of existing functionalities and developing new functionalities.
- Providing solutions-based knowledge transfer from the Camms products suite across different teams internally.
- Developing new Insights reports and dashboards using the Izenda platform that can revolutionize the existing reporting standard for clients.
- Providing extensive training to the clients so that they can utilize the solutions to its full capability and produce meaningful reports out of the system.
- Work with SSRS standard reports to gather client's requirements and accommodate them in the new customized reports.
- Writing and maintaining SQL queries, Stored Procedures and Functions to read and extract information from the database to build Business Intelligence (BI) reports.
- Working with DevOps/Integration team for Continuous Integration/Continuous Deployment of client data to bridge the gap between operation & development by automated building & deployment of applications.
- Demonstrating product features and resolving queries for the Pre-sales, Sales and Marketing teams.

Camms (CA Technology Pty Ltd) – Melbourne, Australia Camms.
July 2019 – June 2022
Software Implementation Consultant (Permanent full-time)
Key responsibilities:

- Effectively implementing Camms software related subject matter knowledge by consulting, analyzing system program needs and conducting training.
- Helping clients develop data driven insights & make decisions for effective risk management on account of COVID-19 impact through Risk & Incident Management solution, thereby enabling the clients for a quicker recovery.
- **Analyzing, supporting design, configuration, implementation, testing** and **debugging** of Camms software by following technical specifications.
- Writing and maintaining **SQL queries**, Stored Procedures and Functions to read and extract information from the database to build **Business Intelligence (BI)** reports using the Izenda Platform in accordance with quality standards.
- Efficiently maintaining, regression testing and debugging BI and SSRS Reports.
- Successfully completing database modeling, establishing dataset relationship, creating security rules and developing strategies for software design.
- Implementing administrative and operational user permissions by creating user roles as per the client requirement to maintain the confidentiality, integrity and availability (CIA) of data across the client's organisation.
- Working with DevOps/Integration team for Continuous Integration/Continuous Deployment of client data to bridge the gap between operation & development by automated building & deployment of applications.

Camms (CA Technology Pty Ltd) – Melbourne, Australia Camms.
Dec 2019 – Mar 2020
Data Analyst
Key responsibilities:

- Successfully developed a **chatbot** using **Artificial Intelligence** and **Machine Learning** as a solution to the industry for identifying risks, incidents, and actions incorporated with the security feature.
- Clearly documented the process flow, codes, manual, and the user guide.

Ion Systems – Melbourne, Australia
Dec 2018 – Mar 2019
Data Analyst
Key responsibilities:

- Collecting and interpreting data from the sensors.
- Designing an algorithm for the implementation of a safety management device for fire fighters to improve KPI's associated with safety.
- Identifying patterns and trends in data sets.

Western Health – Melbourne, Australia
Oct 2018 – Jan 2019
EMR Data Analyst

- Implementation of the **Electronic Medical Record (EMR)** at Western Health Hospitals.
- Working with the EMR system to provide real-time access to a patient-centric medical record across all Western Health sites, and a consolidated view of all relevant information about the patient to facilitate teamwork, reduce medical errors and enhance clinical decision making.

Gurjit Pipe Industries Pvt. Ltd, Maharashtra, India   **June 2010 – July 2017**
Software Engineer (Permanent full-time)

- Wrote maintainable and extensible code using SQL, HTML, CSS, JS.
- Prepared detailed reports pertaining to project specifications and activities.
- Researched, designed, and implemented scalable applications for information identification, extraction, analysis, retrieval, and indexing.
- Directed software design and development as per client requirements.
- Worked closely with team members to plan, design, and develop robust solutions. Stored, retrieved, and manipulated data for monitoring.
- Modified existing software to upgrade interface & improve performance.
- Deployed front end & back-end for various software requirements such as Hospital Management System, Library Management System and more.

ACCOMPLISHMENTS & PROJECTS

- Continuously working on various IT projects at **Camms** for product development, training and building Insights (BI) reports on Izenda.
- Successfully completed implementation projects for several Victorian, New South Wales, Queensland & Western Australia clients such as DJCS, VMIA, PLSA, COM, Windlab, Hunter Valley Coal Chair Coordinator, Rottnest Island Authority and more.
- Working with the Cyber Security team at Camms alongside Meta Defense Labs (UK based) for analyzing the security framework, identifying vulnerabilities, and conducting internal awareness and training.
- As part of the **Research Thesis** at VU, developed & implemented a **Deep Neural Network Model** for the **"Evaluation of CNN using Transfer Learning to identify the situations of fall in the elderly"**.
- Worked on a Research for the implementation of a Deep Neural Network model for '**A Deep Learning Method for Activity Analysis of Humans in Park'.**
- As part of Advanced Project study, created an interactive chatbot named as Alvin personal assistant for Elderly Care using **Google DialogFlow, Cloud Firestore & node.js** and API's that could add, delete & update personal health information and do more.
- **SummerTech Live 2019** paid Internship funded by the Victorian Government and industry partner Camms for the development of a chatbot using AI and machine learning to identify risks, strategies, incidents and projects and build interactive dashboard.
  https://www.youtube.com/watch?v=Zlw5se98WiA
  https://www.vic.gov.au/summertech-live

- **Internship** (paid) through Victoria University, Work Integrated Learning (WIL) as an **EMR Data Analyst** at **Western Health** for Footscray Hospital and Sunshine Hospital. Gained comprehensive experience whilst implementing and troubleshooting of the Electronic Health/Medical Record online during the Go-Live period for rolling out the patient medical records from paper to online and provided relevant training to doctors and nurses.
- **SummerTech Live 2018** Internship sponsored by the Victorian Govt. along with industry partner Ion Safety Solutions to design an algorithm for analyzing data. It focused on the 'Implementation of safety management device for fire fighters to improve KPI's associated with safety'.
https://www.youtube.com/watch?v=5FdTYpGotQw&feature=youtu.be
- Participated in **City West Waters (CWW)** hackathon at Footscray, to solve a live problem in one-day program with collaborative teamwork to send message alerts to notify the public in case of disruption in their services.
https://www.youtube.com/watch?v=v12THFygjao&app=desktop
- Promoted Master of Applied Information Technology as a course of study in a **FacebookLive Event 2018** with the Cyber Security head of Victoria University.
https://www.youtube.com/watch?v=KLEwLCquVwM&feature=youtu.be
- Ranked as an elite student in Punjab Technical University (PTU), India for completing **Bachelor of Computer Applications with Honors** with a major in programming and data structures.

PROFESSIONAL DEVELOPMENT

Member of Australian Computer Society – Certified Professional
MACS CP
Earned the MACS CP title after a comprehensive interview by the ICT governing body of Australia – ACS in accordance with the SFIA Framework.

Monash Professional Pathways (MPP), Melbourne, Victoria
Professional Year ICT
This course aims to develop Australian workplace readiness to meet the Australian ICT standards in IT professionals | Outstanding Achievement Award

PTE Academic
Pearson Test of English, Melbourne, Victoria
Overall Score – 90 | Listening – 90, Reading – 86, Speaking – 90, Writing - 90

National Accreditation Authority for Translators and Interpreters (NAATI)
Language – Hindi/English | Competent

TECHNICAL SKILLS

- Proficiency in building **Business Intelligence - Insights Reports** using the Izenda platform acquired through SQL report writing in my present job at Camms and providing Virtual reporting Assistance to the clients.
- Expertise in performing the requirements analysis, scoping, consulting, configuring and implementing products such as Risk Management System, Incident Management System, Audit & Compliance Management System, Project Management System across different organizations.
- Competent user of cybersecurity tools such as Kali Linux and Metasploit, and information security including Cryptography, Intrusion Detection & Prevention Systems, and Firewalls gained through university studies.
- Good knowledge of Artificial Intelligence and Machine Learning for analyzing big datasets acquired through experience in internship and university project.
- Cloud Computing and Cloud Security with AWS. Well versed using variety of services in AWS (compute, storage, Identity and Access Management (IAM), Virtual Private Cloud (VPC).
- Designing and developing information security infrastructure using cryptography such as hashing, symmetric and asymmetric algorithms.
- Using Blockchain (beginner level) to understand the security provided in different platforms such as Ethereum and Hyperledger.

- Created e-commerce website using WordPress as part of the requirement of Database Management Systems unit of study in the university.
- Intermediate knowledge of programming languages such as C, Visual C#, Javascript, node.js. Good knowledge of Database Management Systems such as SQL, PL/SQL, SQL Server.
- Experience in handling different operating systems such as Windows, Linux.
- Web development using HTML, CSS and JavaScript. Proficiency in MS-Office.
- Key Learning, Code reviews, Troubleshooting and Debugging codes in different programming languages.
- Expertise in Software Analysis, Software Testing and cost estimation.
- Project Management skills to work using Agile, Waterfall and Prince2 methodologies.
- Expert knowledge of the Software Development Lifecycle.

NON-TECHNICAL SKILLS

- **Strong communication skills** gained through conducting client training as a product trainer to maintain a high level of client satisfaction at Camms.
- Prompt **problem-solving skills** developed by efficiently finding and resolving bugs in the code/configuration
- Effective **teamwork skills** acquired by working with diverse team members to ensure timely delivery of software solutions and assisting other teams.
- Strong **leadership skills** demonstrated as a Software Implementation Consultant and Project Consultant by configuring and implementing projects for various clients
- Excellent **project management skills** developed by efficiently completing several projects and allocating tasks to my team members.
- **Comprehensive writing skills** of research Level gained through writing thesis papers in the university and solution user manuals for clients.
- Leading teams to achieve objectives within the committed time frame.
- **Cost/Benefit Analysis** and System Designing with a win-win approach.