

Mohammad Hasnain RABBANI

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Education

Bachelor of Information Technology

Feb 2017 - Oct 2019

La Trobe University

Diploma of Information Technology

Feb 2016 - Dec 2016

La Trobe College

Experience

Orientation Buddy: La Trobe University

Oct 2018 - Present

- Assisted in the preparation of Orientation activities and materials.
- Facilitated conversation on transition issues.
- Assisted with the class registration process using Students Administration System.
- Acquainted students with campus services, activities, facilities, campus rules and regulations.

Customer Service Representative: 7 Eleven Mosman

May 2016- Oct 2019

- Provided excellent customer service by constructing a close relationship with the customers.
- Handled the store in absence of the store manager which has enhanced my leadership skills.
- Highlighted product specials and promotions to the customers which has helped to increase the annual sales.
- Co-ordinated with other team members to fulfil customer needs and worked as a team to achieve the annual sales goals.

Academic Project

Industrial Project: Macquarie Bank

Mar 2018- Oct 2018

- Transformed business requirements into text analysis system.
- Worked in a group of 5 to develop an application which will connect and fetch data from multiple dynamic databases without redundancy.
- Designed and implemented SQL database as data storage.
- Used HTML and CSS for front end user interface and JavaScript, php, Bootstrap, jQuery for back end.
- Produced high quality technical documentation and final project reports on Confluence for lecturer and client.

Technical Skills

Programming Skills:

- Acquired proficiency in C, Python and Java from several university subjects.
- Able to use SQL, MySQL for database design.

- Learnt to use HTML, CSS and PHP for web development.

Operating Systems:

- Windows, Linux, Mac OS X, Android.

Microsoft Skills:

- Effectively used MS Word, MS Excel, MS PowerPoint and MS Access during my several university assignments.

Transferrable skills

- **Teamwork:** Ability to work effectively with people from different disciplines; demonstrated while a Student Helper at La Trobe by motivating colleagues and integrating ideas to execute quality events with high participation rates. Achieved the annual sales goal in 7-Eleven by excellent co-ordination with fellow team members.
- **Communication:** Strong listening and interpersonal skills, able to navigate in high intensity situations; demonstrated while serving customers as a Customer Service Representative. Able to efficiently write professional reports: demonstrated during undergraduate subjects and projects.
- **Planning and Organization:** Proven reliability in meeting deadlines, commitments and prioritizing tasks. Successfully balanced academic tasks and professional responsibilities working in 7-Eleven, La Trobe and industrial project.
- **Research:** Able to do extensive research for accomplishing any assigned task; established while completing projects and thesis reports for undergraduate subjects.
- **Trouble-Shooting:** Gained troubleshooting skills while doing industrial project with Macquarie Bank.

Voluntary Work

- **Prottoy:** Co-founder and treasurer of Prottoy, a non-profitable charity organization serving the unprivileged people in Bangladesh. Successfully arranged 'winter campaign' to help people through-out the winter by donating warm clothes, blanket and food for 3 years. Assisted more than 50 families to gain solvency by providing training and resources.
- **Student Representative Council:** Student Representative Council (SRC) acts as a voice for all students at La Trobe University. The SRC coordinates events, excursions and activities through-out the year to help students get the most out of their education experience.

Referees

- **Deepak Nair**
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P: +61 (0)2 9397 7616
- **Dr. Luke Bozzetto**
Academic Coordinator (IT), La Trobe University
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