

# Naman

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## CAREER OBJECTIVE

Studied Master of Information Technology in Business Analytics and current experience at Ampol. Seeking to contribute to Ampol's IT division by providing efficient technical support to customers and employees, resolving IT issues, and ensuring smooth operations across fuel stations. Committed to delivering reliable solutions, improving system performance, and enhancing the user experience.

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## EDUCATION

- **Master of Information Technology** - University of Newcastle, NSW  
Relevant Coursework: Data Analytics, Business Intelligence, System Analysis & Design, IT Project Management
- **Bachelor of Computer Application** - Chitkara University, India  
Graduated with Distinction | Coursework: Object-Oriented Programming, Web development, Data Structures & Algorithms, Database Management Systems

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## EXPERIENCE

**Team Member** - Ampol Australia, Raymond Terrace (May 2024 - Present)

- Resolved customer enquiries and issues using strong communication and problem-solving skills, improving customer satisfaction.
- Operated in-store systems (POS, reporting, reconciliation) to maintain accurate digital records and support daily workflows.
- Effectively managed stocktakes and ensured WHS compliance for smooth and streamlined store operations.

**Retail Assistant** - TSG, Hamilton (Aug 2023 – May 2024)

- Provided exceptional customer service, assisting customers with product inquiries and purchases.
- Contributed to inventory management by restocking shelves, organizing store, and monitoring stock levels.
- Operated POS system, processed transactions, and balanced cash registers at the end of each shift.
- Collaborated with team members to maintain store cleanliness and organization, creating an inviting shopping environment.

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## KEY SKILLS

- **Data Analysis & Visualization:** Power BI, Excel
- **Database Management:** SQL, MySQL
- **Programming Languages:** Python, Java, JavaScript
- **Business Analysis:** Business Process Modelling, Use Case Diagrams, System Analysis & Design
- **Project Management Tools:** JIRA

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## CERTIFICATIONS

- Full-stack Web Development Bootcamp - Udemy
- Python Programming – University of Michigan
- Azure Data Fundamentals - Microsoft

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## REFERENCES

**Vikas Gautam**

Business Manager, Ampol

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