**NWAR AL AIN BIN HAZMI**

**S3915079**

**Introduction to Information Technology**

**COSC2083**

**Assignment 1: My Profile**

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# **1. Personal Information**

**Name: Nwar Alain Bin Hazmi (Alain/Alan)**

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**Nationality: Malaysian**

**Education to Date: Advanced Diploma in Information Technology**

**Spoken languages: Malay, English, Arabic, Mandarin & Vietnamese (still learning)**

**Facts about myself:**

* **1st Degree Blackbelt in Taekwondo**
* **Competed in Nationals for Boxing (Under 55kg)**
* **Achieved Top 3 in an eSport titled “Valorant” (PVP Open Qualifiers 2020)**
* **I have lived in 5 different countries, Malaysia (5 Years), Korea (1 Year), Sudan (3 Years), Singapore (12 Years) and now Vietnam.**
* **Have worked as an IT engineer for roughly 4 years to fund my degree courses.**
* **Favourite past time is to read, trade stocks and crypto, playing the piano, playing first computer games and continue boxing at the gym.**

# **2. Interest in IT**

## 2.1 What is your interest in IT? When did your interest in IT start? Was there a particular event or person that sparked your interest? Outline your IT experience (if any).

* Firstly, a friend of mine briefly introduced me to gaming when I was 16 but what got me into IT was the ability to build your own computer. Ever since I started building my own PC, I was hooked by how sophisticated it was to build a computer where different parts and combinations would yield different results. The same concept can be applied in the working environment as IT infrastructures comprise of multiple components and have an impact to the overall performance.

## 2.2 Why did you choose to come to RMIT

* I was fortunate enough to meet the love of my life who is Vietnamese and resides in Vietnam, Ho Chi Minh. I saw studying in RMIT Vietnam as an opportunity for me to spend time with her and pursue my degree simultaneously.

## 2.3 What do you expect to learn during your studies?

* I wish to learn on how to be better at collaborating and work with different sorts of people. Work on my management skills and of course my technical skills.

# **3. Ideal Job**

## 3.1 The job advertisement itself. Include a link, and a snapshot of it (in case the link expires before the assignment deadline).

Graphical user interface, text, application, email

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Text, letter

Description automatically generated

**Link:** <https://www.linkedin.com/jobs/view/2732547374/?eBP=JOB_SEARCH_ORGANIC&recommendedFlavor=IN_NETWORK&refId=yB2xAEHcRYqbMI5RRByKLQ%3D%3D&trackingId=8rv4%2BYiiElq8EA0Vsnyn4w%3D%3D&trk=flagship3_search_srp_jobs>

## 3.2 A description (in your own words) of the position, and particularly what makes this position appeals to you.

* Firstly, I will be working in one of the biggest companies in the technology industry, Microsoft. This position appeals to me as I will be handling issues providing solutions to customers/clients within Microsoft 365 scope.

## 3.3 A description (in your own words) of the skills, qualifications, and experience required for the position.

* Bachelor's degree in Computer Science, Information Technology, or related field and experience in technical support, technical consulting, or information technology.
* It also requires you to have the following certifications:
* Microsoft Certified Azure – Fundamentals Exam AZ-900
* Microsoft Certified Azure Data – Fundamentals Exam DP-900
* Exam DP-201: Designing an Azure Data Solution
* Microsoft Azure Database Administrator Associate Exam DP-300

## 3.4 A description (in your own words) of the skills, qualifications, and experience you currently have.

* I currently have experience in technical support, technical consulting and IT expertise for a total of four years.
* I have the following certifications:
* Microsoft Certified Azure – Fundamentals Exam AZ-900
* Microsoft 365 Certified: Teams Administrator Associate
* ITIL 4 Foundation CPD

## 3.5 A plan describing how you will obtain the skills, qualifications, and experience required for the position, building on those you have now. This need not be greatly detailed, (and will probably change significantly over time anyway) but try to be as specific as you can.

* Would like to complete my bachelor’s degree in Information Technology at RMIT Vietnam in 2023.
* In terms of experience, I would like to gain more technical and consulting skills by working in IT consulting company for 2 more years after graduating from RMIT.
* While working in an IT consulting company I will continue to study and pass the examinations to get the certifications required.
* Hopefully would land in my ideal job by 2026. If the job would no longer exist by that time, with the experiences and certifications at hand, I would be comfortable to land myself with any job that aligns with my interest which is simply being an engineer for Microsoft.

# **4. Personal Profile**

**Myers-Brigg’s**

Graphical user interface, application

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Link: <https://www.16personalities.com/profiles/90fd3f0e134e8>

Learning style

Graphical user interface, text, application, email

Description automatically generated

Link: <http://www.educationplanner.org/students/self-assessments/learning-styles-quiz.shtml?event=results&A=7&V=8&T=5>

Five Personality

Chart, bar chart

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Link: <https://www.truity.com/test-results/bigfive/17315/23077538>

## **4.1 What do the results of these tests mean for you?**

* The results of these tests, to a certain extent, gave me a better understanding of what are my strengths and weaknesses and how I should improve on my weaknesses and work on my strengths.

## **4.2 How do you think these results may influence your behaviour in a team?**

* It would have not much influence on my behaviour within a team, as most cases, when working with a team is to be a team-player. It’s about helping one another and fill in roles where others are struggling with and excel together as a unit. I do believe to a certain extent, after knowing my agreeableness level, it helps with my ability to come into an understanding better from another party when we have any disagreements.

## **4.3 How should you take this into account when forming a team?**

* I would not simply look into their results to influence my decision whether they qualify to be my teammates, although it does help to understand when a person have a certain personality might have different views on things to a certain extent. Ultimately, having the ability to work well within a team is my top priority.

# **5. Project Ideas**

## 5.1 Overview

* **My project idea overview revolves on something that is already a norm in countries such as Singapore. It is basically to implement RFID terminals at the exit/checkout gantry to allow customers the flexibility to use a debit or a credit card within the parking area in shopping malls or Condominiums in Vietnam. To implement such technology would require a certain skillset and technologies which will be covered later on. With an additional option it helps to reduce manual work as to where at every checkout gantry, it would require an employee to collect the bills and secure it into the safe box. It also helps to reduce any human error that involves between the staff and the customer upon receiving the amount and also when the deposit box is been delivered to management to calculate the monthly revenue.**

## 5.2 Motivation

* It occurs to me that if there is such an option it could help benefit the customers as well. They do not require to find cash within their possession, they could simply make use of their debit or credit card which by default would be the less of a challenge than to find the exact amount of cash required.
* From a management level standpoint, it helps them to have a better visibility of cashflow as all of the transactions will be recorded and processed through a dashboard which I will drill deeper later on. This could benefit the management team during the monthly revenue meetings.

## 5.3 Description

* **Square is company that are well known to provide such services from end to end. Meaning they have their own RFID terminal hardware to process transactions called Square Terminal. These terminals will be setup at the exit or checkout gantry at the parking lot on a separated lane but still aligned with the gantry that accepts cash payment as well. On top of that Square also has a dashboard so that it is easier for their users in this case the owner or management of a complex to view the transactions in real time.**
* **Customers who use the parking lot, have another option to make use of the credit or debit card to pay for their parking which helps them in gaining rewards points. These RFID terminals are seamless as the payment can be made by tapping, dipping or swiping their card and once the transaction is complete the gantry would then open like any other gate.**
* **Additionally, before implementing the square terminals, the management team would need to allocate some resources to manage the square dashboard, by simply creating an account and also create a new lane with the square terminal.**
* **In a nutshell, Management would have control of the square dashboard, when they create an account based on their company email with the allow exception that has been placed through the firewall. Setup their account and register terminals. Terminals are setup aligned with the exit gantry of the parking lot. The amount is fixed which can be set at the square landing page site. Moreover, it allows customers make use of their credit and debit card. Any transactions will be recorded and can be seen in the square dashboard. Better visibility for management during monthly revenue’s meeting. With the Square technology implemented, it alleviates manual work and reduce human error as an added benefit to the company.**

## 5.4 Tools and Technologies

* RFID terminals, Square Terminal – Similar to any RFID terminals to allow the usage of credit/debit card.

Graphical user interface, website

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* Square Dashboard – To manage and allow better visibility of transactions. Easy access to dashboards

Graphical user interface, application

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## 5.5 Skills required

* **Basic technical knowledge on first level troubleshooting. If ever the issue requires an escalation, they can always open a support ticket to Square directly. Day to day operations management skills is required just as any other operations.**

## 5.6 Outcome

* **Customers or visitors who use the parking are able to opt for the RFID payment via their credit or debit card. Benefits the customer from the hassle of finding fixed amount of cash to pay for the parking system. Management team has a clearer view on the transactions.**

# **6. References**

* Square (2021) *Square dashboard overview*. Available at: https://squareup.com/help/us/en/article/5183-square-dashboard-overview (Accessed: 10 November 2021)
* Square (2021) *Square Terminal*. Available at: https://squareup.com/us/en/hardware/terminal (Accessed: 10 November 2021)