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| Olivia Pistolese | |  |  | | --- | --- | | 0409215757 |  | | oliviakathrynp@hotmail.com |  | |

Proactive person, passionate about technology and a keen eye for human-centered solutions that are relevant and meaningful to the user. I am currently studying for a Bachelor of Software Engineering and Business at the University of Technology, Sydney. I am interested in a graduate role as a software engineer excited for the opportunity to work on exciting projects that reimagine the technology industry.

# Education

## *Tertiary & Secondary Education*

## Presbyterian Ladies College (PLC), Sydney - UAI [86.8] 2004 – 2017

## Bachelor of Software Engineering (Interaction Design) / Business – WAM [76.69] 2018 – Present

## *Awards*

## Dean’s List Engineering – University of Technology, Sydney 2021

## Completed the Australian Barista School workshop, CBD College 2017

# Experience

**Legrand Australia Pty Ltd – IT Intern Jun 2022– Sep 2022***Building 4/43-47 Lyn Parade, Prestons NSW 2170*

**Experienced gained:**

* Provided hands-on technical support to employees in other departments, specifically related to software or hardware issues.
* Gained first-hand exposure to working with a leading electronics and appliances manufacturing company in Australia, specifically the IT Team
* Developed professional relationships with IT specialists and other senior employees to ensure an efficient and cooperative work environment.

**Key tasks and responsibilities:**

* Assisted IT specialists to developing scripts to automate repetitive business processes.
* Assisted with basic IT troubleshooting and support for staff (on-site)
* Analyzed existing reports, applications, and workflows to rebuild them using automated software
* Setting up new tech devices including laptops, desktop, and mobile phones (iOS)

**Just Group Ltd (“Just Jeans Pty Ltd”) – Sales Assistant Jun 2018 – Jun 2022***Westfield Burwood,* [*Shop 157, 100 Burwood Road, Burwood NSW 2134*](https://www.bing.com/local?lid=YN3724x11589155134888460161&id=YN3724x11589155134888460161&q=Just+Jeans&name=Just+Jeans&cp=-33.8744010925293%7e151.1042938232422&ppois=-33.8744010925293_151.1042938232422_Just+Jeans&FORM=SNAPST)

**Experienced gained:**

* High volume of customers prompted strong communication skills and strict time management to ensure customers are served and KPIs are met simultaneously.
* Established professional relationships with other employees to ensure an efficient and cooperative work environment; and

**Key Tasks and Responsibilities**

* Communicating with customers to ensure that their shopping experience is effortless and enjoyable whilst also trying to secure a sale.
* General retail tasks such as processing transactions, organizing and ordering stock, banking and merchandising.

**Inner West Orthodontics – Casual Dental Assistant Oct 2020 – Nov 2022**  
*120 First Avenue, Five Dock NSW 2046*

**Experienced gained:**

* Engaging with a broad range of patients provided me with invaluable interpersonal skills, where sensitive and professional communication skills were paramount.
* Developed a common sterilization practice with other dental nurses improved multitasking to ensure sterilization of equipment and workstations was upheld consistently.
* Developed my communication skills by translating complicated dental jargon to patients in concise and simplified explanations for patients.

**Key tasks and responsibilities:**

* Supporting the Orthodontist in the clinic; Working chair side during appointments and preparing equipment
* Answering general queries regarding appointments, payment, or treatment via the telephone or in person.
* General administrative tasks including making appointments, payments, data logging, typing, maintaining office supplies, creating new files etc.

# Skills

## *Technical Skills*

## Experience in Programming Languages: Java/Python/HTML/ CSS/C++/.NET

## Databases: Postgres SQL, Microsoft SQL Server

## Software: MS Office (Word, PowerPoint, Excel), Microsoft Power Platform (Power Apps, Power BI, Power Automate), Visual Studio Code

## *Transferrable Skills*

## Problem solving skills: Worked in a fast-paced environment providing quick automated software solutions for employee’s repetitive business process.

## Teamwork skills: Developed strong collaborative skills from working alongside other peers in both university and work team environments to ensure goals were achieved and deadlines were met.

## Communication skills: Experience in several client-facing roles equipped me with skills to translate technical and disciplinary details to clients and other employees across different industries

## Multitasking skills: Experience working in a fast-paced environment, delivering immediate and effective solutions to clients, customers and other employees.

# References

Available upon request