

# PANKAJ PAWAR

Unit 206, 1053-1055 Plenty Road, Kingsbury, Victoria

Contact Number: 0452 622 086

Email: [pankaj.pawar1986@yahoo.com.au](mailto:pankaj.pawar1986@yahoo.com.au)

GitHub Profile: <https://github.com/pankajpawar2>

LinkedIn: [www.linkedin.com/in/pankaj-pawar](http://www.linkedin.com/in/pankaj-pawar)

Portfolio Website: <https://pankajpawar.netlify.com/>

## Summary

A motivated and tech-savvy **FULL STACK DEVELOPER** currently undertaking a fast track bootcamp at Coder Academy, Melbourne. Very good at programming in C#, RUBY, JAVASCRIPT and good understanding of frameworks (Ruby on Rails, Node.js) and databases (Postgres).

## Education

### Coder Academy, Melbourne (Present)

Fast-track Bootcamp – Learning Ruby, Ruby on Rails, JAVASCRIPT, MERN Stack

### La Trobe University/ Melbourne (February 2013 - November 2014)

Master's in Business Information Management & Systems

### University of Mumbai (May 2005 - June 2009)

Bachelor's Degree in Information Technology

## Professional Skills & Certification

- |                              |                             |
|------------------------------|-----------------------------|
| • HTML & CSS: Advanced       | XML: Advanced               |
| • Web Design: Intermediate   | NODE.js: Intermediate       |
| • Database Design: Competent | RUBY: Competent             |
| • <b>ITIL Certification</b>  | PL/SQL: Competent           |
| • C#: Intermediate           | JAVASCRIPT: Intermediate    |
| • GITHUB                     | RUBY on Rails: Intermediate |

## Projects:

1. Portfolio Website using HTML, CSS and Bootstrap:

<https://www.pankajpawar.netlify.com>

GitHub Repo: <https://github.com/pankajpawar2/My-Portfolio>

2. Terminal Application using RUBY

GitHub Repo: <https://github.com/pankajpawar2/Footy-Terminal-App>

3. Marketplace Application using RUBY on Rails

GitHub Repo: [https://github.com/pankajpawar2/Marketplace\\_Application](https://github.com/pankajpawar2/Marketplace_Application)

4. Working on NODE.js (using Vanilla JAVASCRIPT)

## Employment History

### **VOIPLINE TELECOM PTY LTD**

#### ***Service Desk Analyst – Level 1***

February 2019 – August 2019

Key Responsibilities:

- Troubleshooting and resolving level 1 VoIP support cases via phone, online chat and email tickets.
- Perform trouble shooting and provide technical support using network fundamentals.
- Logging tickets using Zendesk – Ticketing System for all customer contacts and escalating required cases to level 2 support engineers or management when required.

### **TELSTRA**

#### ***NBN Transition Specialist***

Docklands, Victoria

February 2017 – February 2019

Key responsibilities:

- Analyzing small business requirements and providing solution
- Understanding compatible NBN technologies to businesses
- Using NBN portal to check NBN compatibility and NBN access technology
- Communicating with small business customers and helping them transition over to NBN network
- Using Salesforce to assign and manage cases – Also, perform Data Analytics to understand customer requirements.
- Handling complex customer requests regarding NBN transition
- Communicating with case management team and providing feedback
- Analyze customer data using different systems

### **ZEUS LEARNING PTY LTD**

#### ***Senior Technical Specialist***

March 2010 – December 2012

Key responsibilities:

- Analyzing and designing MS-Office simulation using HTML, XML
- Developing and integrating XML files associated with each activity – Using Visual Web Developer
- Designing PowerPoint slide views in HTML using Dreamweaver, Photoshop and CSS
- Web maintenance – Updating content, XML files and Images with quick turnaround
- Testing, debugging and correcting errors and/or faults in the code