

PANKAJ PAWAR

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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. Also, ITIL certified with very good understanding of networking concepts such as OSI Model, TCP/IP, FTP, DNS, DHCP.

Education

Coder Academy, Melbourne (Present)

Diploma of Information Technology - Fast-track Bootcamp

Current learning – RUBY, HTML, CSS

Future Learning – RUBY on Rails, NODE.js

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

Master's in Business Information Management & Systems

Final Year Project – Library Management using database and data warehouse concepts (SQL Based Project)

University of Mumbai (May 2005 - June 2009)

Bachelor's Degree in Information Technology

Final Year Project – Complaint Portal using Web development as well as database concepts (ASP.NET, HTML, SQL)

Employment History

VOIPLINE TELECOM PTY LTD

NETWORK ENGINEER (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 2018 – 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, JavaScript and ASP.NET
- 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

ECLERX SERVICES LTD.***Web Designer***

July 2009 – February 2010

Main Duties involved:

- Working on XML, HTML for Dell Website – Region Brazil
- Developed dynamic and interactive website
- Oversaw full lifecycle of Software development
- Creation, Modification and Updating of Web Pages
- Website Maintenance using XML, HTML, JavaScript

Professional Skills & Certification

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|------------------------------|--------------------------|
| • HTML & CSS: Advanced | XML: Advanced |
| • MS-OFFICE: Expert | Web Design: Intermediate |
| • Database Design: Competent | RUBY: Competent |
| • ITIL Certification | PL/SQL: Competent |
| • Python: Intermediate | JAVASCRIPT: Intermediate |
| • GITHUB | |

References

Available upon request