Sandeep G.C.

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CAREER SUMMARY

- Current Application Support Analyst working for a leading workforce management software company with good understanding of programming languages such as HTML, CSS, JAVASRIPT, Nodejs, MYSQL, REACT and GRAPHQL gained through full stack coding bootcamp at the University of Sydney.

- Customer Support Solutions Consultant with a leading Satellite internet provider with a solid technical understanding across networking, broadband and voice technologies, including ADSL, Fibre, Wireless, VOIP, layer 1/2 networking and Customer Premises Equipment.

- Highly organized individual in conducting financial investigation and audit on labour and inventory variances. Examining operating costs and organisations' income and expenditure.

PROFESSIONAL CAREER

Humanforce

Application Support Analyst   July 2021 – Current

Responsibilities

- Responsible for testing of the humanforce software in relation to kiosk installation, time and attendance, rostering, SMPT configuration, alert setup and others.

Achievements

- Able to achieve 100 percent response rate to help with client's inquiry with positive review.

Ipstar Broadband

Customer Support Solutions Consultant   Aug 2019 – Jun 2021

Responsibilities

- Provide Level 1/2 technical support to the clients with service issues and requests over the

phone in a timely manner.

- Build smart forms in collaboration with support team including Customer Solutions Team Leader and Customer Operations Manager.

- Monitor customer and internal networks and systems, escalating complex technical issues to the engineering team

Achievements

- Attained resolution time within 10 minutes for most service calls with many 5-star product reviews.

- Significant reduction in work time with smart forms and processes.

- Continuous improvement of the internal networks and system.

William Fashion Logistics

Junior Inventory Controller   Feb 2018 – Aug 2018

Responsibilities

- Liaising with customers and internal teams regarding inventory requests

- Investigate and resolve product discrepancies and make informed decision to operation managers

- Data entry of stock receipted and ensuring product integrity

- Produce internal and external reports to clients and senior managers

Northshore QSR Pty Ltd – (McDonalds Franchisee – Four Stores)

Assistant Restaurant Manager   Dec 2016 – Dec 2017

Responsibilities

- Manage the sales revenue of the restaurant by constantly monitoring the sales and identifying new ways to increase sales.

- Implement plans and procedures for optimal ordering to minimize waste control as well as maintain good capital management and cash flow.

- Analyze the store sales to identify customer preferences. Identified the growth opportunity to increase McCafe sales through McCafe menu offerings.

Achievements

- Developed and implemented plan to extend restaurant evening opening hours in response to the extension of the nearby Chatswood railway station operating hours. Increased net gain in store profitability by 4%.

- Enhanced cash flow for the restaurant to invest in other areas of the business such as buying McCafe equipment's.

- Expanded menu offerings for snack options associated with the coffee service facility. Took the initiative to trail the McCafe menu offerings after thorough investigation. Increased the overall McCafe sales by 1% with expansion of menu offerings.

Scheduling Manager   Dec 2015- Dec 2016

Responsibilities

- Ensured scheduling is logistically sound, efficient and an effective use of staffing resources.

- Plan and track labor budget through effective crew scheduling.

- Maintained and monitored effective bookkeeping for more than 100 employees.

Achievements:

- Identified an imbalance in sales activity and staff levels which resulted in overworking of staff and a resulting high level of staff turnover. Through increased hiring of junior staff and modification of staff scheduling procedures, I reduced overall labor cost by 2 percent and minimized staff turnover levels.

Inventory Manager   Mar 2013 – Dec 2015

Responsibilities

- Developed and implemented profit improvement and change management plans

- Performed stock take on weekly basis and report on profit and loss associated with food cost

- Implemented the restaurants inventory management strategy to control cost.

Achievements

- Improved and achieved minimum wastage level. Reduced the restaurant waste level to 0.6% which was 25% better than the corporate target level of 0.8%.

TERTIARY EDUCATION

Full Stack Web Development Coding Bootcamp   **Feb 2021-Aug 2021**
University of Sydney

Advanced Diploma of Information Technology   **Oct 2017-Oct 2019**
Australian College of Business Intelligence

Bachelor of Accounting   **Jan 2013 – Dec 2015**
Holmes Institute, Sydney

Advanced Diploma of Accounting   **Aug 2011 – Oct 2013**
Clarendon Business School, Sydney

Other Qualification

Certificate 4 in Leadership Management   **Apr 2016**
Charlie Bell School of Management, McDonalds Head Office

Certificate 3 in Retail and Operations   **Nov 2013**
Charlie Bell School of Management, McDonalds Head Office

LinkedIn Courses

Networking Foundations: Networking Basics   **Oct 2019**
LinkedIn Learning

CompTIA A+(220-901) Cert Perp: 5 Networking   **Mar 2020**
LinkedIn Learning

Microsoft 365 Essential Training   **May 2020**
LinkedIn Learning

Voluntary Work

- Created a Facebook page to raise fund in order to support the victims during massive earthquake in Nepal and raised 5414 dollars and donated the money through Red Cross.

Languages

- Fluent in English, Hindi and Nepali.

References

Available on request