

Shahil Prasad

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Summary

Career-changing nurse who can follow a proven process to protect data and deliver a measurable outcome. Skilled in full-stack development, bringing a technical understanding to threat mitigation strategies. Leveraging experience as a nurse in high-risk, fast-paced environments to prioritise critical details and follow established protocols under pressure.

Professional Experience

Junior Software Developer

April 2024 - June 2024

NextEd Group

- Developed and implemented new features in student management system boosting user functionality and experience.
- Designing UML diagrams to accurately model current student management system, facilitating better understanding and optimisation of business processes.
- Utilized Jira for source code management, tracking development progress, and managing project tasks efficiently.
- Created a comprehensive user manual detailing functionalities and workflows of student management system, enhancing user understanding and system adoption.
- Incorporated Bitbucket for version control, ensuring collaboration, code reviews, and maintaining a history of code changes.
- Developed an extensive data dictionary to ensure consistent data definitions and enhance data quality and integrity.

Customer Care Consultant

September 2022 - August 2023

nib Group

- Providing excellent customer service in solving customer queries and achieving a 97% customer satisfaction score by clarifying and resolving issues and providing the best outcomes for customers.
- Proven track record of exceeding key performance indicators related to customer satisfaction, engagement, quality assurance (100%), and compliance of 99% by being able to manage customer contacts efficiently around adherence.
- Demonstrated adaptability as a cross-skilled consultant, thriving in dynamic environments and contributing to agility and versatility across various business sectors such as sales and service.

Education

Bachelor of Information Technology

August 2024 - May 2026 (Expected)

University of Technology Sydney (UTS)

Bachelor of Information Technology, Networking and Cybersecurity Major

- Coursework: Cyber Security, Network Fundamentals, Threat Modelling, Software Architecture, Information Security, Routing and Switching

Diploma of Information Technology, Software Development Academy of Interactive Technology

September 2023 - March 2024

- Coursework: Programming, Information Systems, Database Systems, Discrete Mathematics, Software Engineering, Introduction to Web

Certifications

- **Google Cybersecurity Certificate:** Includes Linux, MySQL, and Python hands-on labs.
- **Qualys Vulnerability Management Foundation**

Skills

- Programming Languages: Python, JavaScript, SQL, HTML, CSS
- API & Database: REST API, Flask, Django, Postgres, DynamoDB, MongoDB
- Cloud services: IAM, Lambda, CloudFormation, CDK, S3, IAC, CI/CD, ACM
- Operating Systems: Windows, Linux, Mac
- Soft Skills: Communication, Teamwork, Leadership, Initiative
- Tools: Atlassian Suite (Jira, Bitbucket, Confluence, Trello)

Projects

DocWait | GitHub

- Provided walk-in medical clinics real-time updates on queue status and estimated wait times.

API Webserver | GitHub

- Offers a real time solution for lack of transparency and real-time information at venue queues around any venue.

Cloud Resume | GitHub

- Hands-on project to showcase ability with cloud computing, DevOps skills, and software development.

Achievements

- Won 2nd place prize for a Large Language Model (LLM) competition held at nib Health Funds for developing a Q&A chatbot model specifically designed to answer questions a National Disability Instance Scheme (NDIS) plan manager has around a given clients NDIS plan. (08/2023)

Referees

Available on request.