

Shahil Prasad

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Skills

- Python | JavaScript | OOP | Node | Express | React | CSS | HTML | Pytest | Git | Flask | MongoDB | PostgreSQL
- AWS | IAC | VSCode | AI | Trello | Lambda | ACM | Frontend | Backend | Full-Stack | English | SQL | Confluence
- UML Diagrams | Databases | Documentation | Jira | PHP | Bitcuket | React | Typescript | Prisma | MySQL | Linux

Professional Experience

NextEd Group	Junior Software Developer	04/2024 – 06/2024
<ul style="list-style-type: none">• Developed and implemented new features in the student management system using PHP and JavaScript, enhancing user functionality and experience.• Designed and implemented UML diagrams to accurately model the 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.• Used Bitbucket for version control, ensuring collaboration, code integrity, and maintaining a history of code changes.• Created a comprehensive user manual detailing the functionalities and workflows of the student management system, enhancing user understanding and system adoption.• Created a comprehensive business glossary to standardise terminology and improve communication across departments.• Developed an extensive data dictionary to ensure consistent data definitions and enhance data quality and integrity.		

Education

University of Technology Sydney	Bachelor of Information Technology (Networking and Cybersecurity major)	(Expected 11/2025)
Coder Academy	Diploma of Information Technology (Software Development)	2024
NSW Health RTO	Diploma of Nursing	2021

Projects

DocWait	<u>Full-Stack Application</u>	<u>GitHub</u>
<ul style="list-style-type: none">• Description: DocWait is a full-stack application built using the MERN stack. The purpose of the app is to provide walk-in medical clinics real-time updates on queue status and estimated wait times. This solution not only allows clinic admins to manage patient flow effectively, but also offers the ability for patients to join the queue remotely, whilst also being able to view the queue length prior arriving to the medical centre.• Services/Stack Used: HTML, CSS, JavaScript, React, MongoDB, Express.js, Node.js, Vite, Bulma, Mongoose, Netlify, Figma		
Venue Queues API	<u>API Webserver</u>	<u>GitHub</u>
<ul style="list-style-type: none">• Description: The Venue Queues API offers a real time solution for the lack of transparency and real-time information at venue queues around the country. The goal of the app is to provide a centralised source of information about venues, including queue length, upcoming events, and venue details, allowing users to plan their night out more efficiently whilst saving on valuable resources such as time and money.• Services/Stack Used: Python, PostgreSQL, Flask, Psycpg2, Bcrypt, Flask-JWT-Extended		
Cloud Resume	<u>Cloud Based Portfolio</u>	<u>GitHub</u>
<ul style="list-style-type: none">• Description: The Cloud Resume Portfolio was a hands-on project to showcase my ability with cloud computing, DevOps skills, and software development. The projects is included building an online resume hosted on the AWS cloud infrastructure. Key elements of the project included web development, cloud services integration, database integration, serverless computing, API development, Infrastructure as Code, CI/CD, DNS Management, SSL/TLS certification, version control, and documentation.• Services/Stack Used: HTML, CSS, AWS CloudFront, AWS Labada, JavaScript, Python, DynamoDB, CI/CD, ACM		

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Work Experience

Nib Health Funds

Customer Care Consultant

09/2022 – 08/2023

- 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.

SWSLHD

Endorsed Enrolled Nurse

03/2022 – 07/2022

- Working with allied health teams to develop patient care plans and deliver person-centred care to a case load of 30 patients.
- Efficiently managed a daily patient load in a high-pressure setting, coordinating with interdisciplinary teams to optimise care delivery, contributing to an increase in team efficiency.
- Administered medication to patients with a 100% accuracy rate, closely monitoring health outcomes, which led to a 6% reduction in medication-related complications as evidenced by systematic documentation.

SWSLHD

Covid Response Team Nurse

11/2021 – 03/2022

- Excelled in a high-demand COVID-19 swabbing clinic, achieving a high throughput of individual swabs with 30 persons per hour, contributing to the clinic's capacity to test over 200 individuals per shift and aiding in rapid diagnosis efforts.
- Provided critical support as an outbound call centre agent for COVID-19 assistance, handling an average of 40 calls per day, offering guidance and resources to affected individuals, and ensuring timely communication of health directives.
- Demonstrated enhanced proficiency in managing a diverse patient load, employing strong communication skills to liaise with healthcare teams effectively.

SWSLHD

Vaccination Worker

08/2021 – 11/2021

- Conducted comprehensive patient screening for over 500 individuals daily, securing informed consent and delivering detailed education on potential side effects, which increased patient preparedness.
- Managed the preparation of vaccines from vials to syringes, adhering strictly to cold chain process and infection control standards, handling over 200 syringes daily without a single instance of contamination.
- Vigilantly monitored patients post-vaccination, overseeing the immediate care of over 500 persons daily and promptly identifying and addressing adverse reactions.

Brightstar Logistics

Warehouse Operator

07/2016 – 07/2020

- Oversaw the quality control process for over 2000 items daily as they traversed the assessment belt, ensuring a defect rate of less than 0.5% and enhancing warehouse output quality.
- Utilised RF Scanners to accurately pick and pack an average of 300 customer and business orders per day, maintaining a 99.8% accuracy rate and contributing to a 10% increase in departmental productivity.
- Managed the dispatch of 1,000+ outbound packages daily from the TB/TEG department, implementing streamlined processes that reduced shipment errors by 20% and consistently delivered comprehensive reports to supervisors.

Others

- **2nd Place:** Won the 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 that a National Disability Instance Scheme (NDIS) plan manager may have around a given clients NDIS plan. (08/2023)