

Shahil Prasad

Full-Stack Developer

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Summary

- I'm a Full Stack Developer with a passion for building responsive and user-centric applications. Eager to apply my knowledge of front-end and back-end development to solve complex problems and create seamless user experiences. Committed to lifelong learning and staying at the forefront of technology trends. I come from a background in Nursing and see myself as an advocate for health by partaking in various sporting activities one a daily basis. I firmly believe in the growth mindset and aim to be a little bit better in some aspect every day.

Education

Coder Academy	Diploma of Information Technology	2024
Western Sydney University	Bachelor of Nursing	2022
NSW Health RTO	Diploma of Nursing	2021

Skills

- Growth Mindset | Communication | Analytical Thinking | Attention to Detail | Adaptability | Empathy | Leadership
- Collaboration | Emotional Intelligence | Presentation | Continuous Learning | Time Management | Critical Thinking |
- Project Management | Professional | Compatibility

Tech Skills

- Python | JavaScript | OOP | Node | Express | React | CSS | HTML | Pytest | Git | Flask | MongoDB | PostgreSQL
- AWS | IAC | VSCode | AI | Trello | Labada | Terraform | ACM | Frontend | Backend | Full-Stack | English

Projects

Horse Stable Management App

Terminal Application

[GitHub](#)

- Description: The Horse Stable Management app which runs on a terminal command line interface. The app utilises CRUD functions to manage the data which is stored in a JSON file. User entries are validated against a specified schema before outputting either a success or error message. Features include a main menu interface, the ability to either add, remove, update or view horse details. Other features include being able to add and view race logs for all horses in the database.
- Services/Stack Used: Python, Pytest

Cloud Resume

Cloud Based Portfolio

[GitHub](#) | [Live](#)

- 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, Terrafrom, CI/CD, ACM

Others

- 2nd Place:** Won the 2nd place prize for a Large Language Model (LLM) competition held at nib 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)**

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Professional Experience

NIB Health Funds

Customer Care
Consultant

September 2022 –
August 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.
- Experience in digital team utilising salesforce to assist customers and communicate with stakeholders.
- Proven track record of exceeding key performance indicators related to customer satisfaction, engagement, quality assurance (100%), and compliance of 99% by being able to manager customer contacts efficiently around adherence.
- Demonstrated adaptability as a cross-skilled consultant, thriving in dynamic environments and contributing to the agility and versatility across various business service sectors.

Liverpool Hospital – General Medicine

Endorsed Enrolled
Nurse

March 2022 –
July 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.

South West Sydney Local Health District

Covid Response
Team

November 2021 –
March 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

South West Sydney Local Health District

Vaccination Worker

August 2021 –
November 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 protocols 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 reaction

Brightstar Logistics

Warehouse Operator

November 2016 –
February 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.
- Utilized 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.