Steven Filbert

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Personal Profile

A motivated graduate with a Bachelor of Cyber Security and hands-on internship experience in data-driven solutions. Complemented by extensive experience in customer service, developing strong communication, efficiency, and problem-solving skills by resolving issues and optimising workflows. Seeking to apply this combined skillset to an entry-level IT position to support team goals and deliver excellent service.

Experience

Customer Service Associate – Coles Supermarket Macquarie Centre, Sydney, Australia
August 2022 – Present

- Processed over 500 customer transactions daily, maintaining 99.8% accuracy in cash and payments handling.
- Improved checkout efficiency by directing an average of 100+ customers per shift to self-checkout, contributing to an estimated 15% reduction in queue times during peak hours.
- Proactively resolved customer inquiries and payment issues, consistently receiving positive feedback for contributing to a smooth and efficient shopping experience.

Security Research Intern – Macquarie University School of Computing, Sydney, Australia
February 2025 – July 2025

- Developed and implemented a baseline Extreme Gradient Boosting (XGBoost) model for raw text data linkage, achieving 91.3% accuracy and a 0.9118 F1 Score.
- Engineered a privacy-preserving solution using Local Differential Privacy (LDP), maintaining a high F1 Score of 0.896.
- Analysed the privacy-utility trade-off, demonstrating that the LDP model incurred only a minor ~1.7% performance reduction while significantly enhancing data privacy.

Logistics and Administrative Assistant– Mona Boutique, Jakarta, Indonesia
November 2018 – July 2022

- Managed the daily distribution of 50+ online packages and handled all corresponding e-commerce administrative tasks.
- Administered sales and purchasing data in Excel, creating yearly summary reports to track overall business performance and monitor financial trends.

Education

Bachelor of Cyber Security – Macquarie University, Sydney, Australia
July 2023 – July 2025

- Weighted Average Mark (WAM): 76.13
- Key Coursework: Offensive Security (HD, 88), Digital Forensics (HD, 93), Applied Cryptography (D, 78), Data Privacy and Information Security (D, 75).

Diploma of Information Technology – Macquarie University, Sydney, Australia
July 2022 – May 2023

- Weighted Average Mark (WAM): 78.75
- Key Coursework: Introduction to Computer Programming (HD, 87), Introduction to Database Design and Management (HD, 86), Introduction to Cyber Security (HD, 85).

Technical Skills

- Programming Languages: Python, Dart, SQL, HTML/CSS, JavaScript
- Tools & Frameworks: Flutter, Firebase, Git, VSCode, Microsoft Azure, Microsoft 365, Microsoft Office

Soft Skills

- Communication
- Time Management
- Team Collaboration