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| **RESUME** | |
| Name | Jagbir Kaur |
| Address | 23 Laura Street, Highgate Hill, Qld |
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**Profile**

I am doing a Master in Information Technology from Queensland University of Technology (QUT). As part of my skill development, I am looking for work experience opportunities (either paid or un-paid) in IT Support Officer, ERP Consultant, Web Designer and Developer role within an organisation. I am self-driven and hardworking, with an inquisitive mind, open to learning new things. I bring attributes of being attentive, dedicated and organized; and would like to use and further establish my Information Technology related skills within the workforce.

Systems Engineer with over 1 years’ experience primarily in planning and designing test cases, administration, platform support, and in technologies like Modeling, SAP, Digital Forensics, Java, Penetration Testing using VPN keys, SQL injection, Kali Linux using virtual box machine, Linux, Shell Scripting, Groovy, Git, VMWare with an exposure in Cisco Call Manager and Cisco Unified 1Presence. Performed roles such Systems Engineer and Quality Assurance Engineer in Telecommunication and Banking domain.

**TECHNICAL SKILLS**

* Methodology: Waterfall, V-Model, Agile (Scrum)
* Test Management Tools: Jira
* Bug Tracking Tools: Jira
* Databases: MySQL, Oracle 9
* Test Automation Tools: Selenium
* Configuration Tools: Git, ClearCase
* Project Management: Jira
* Web Technologies: .Net, HTML, Core Java, C#, XML, JSON
* Continuous Integration Tool: Jenkins
* Scripting Languages: Python, java
* Operating Systems: Windows, Linux (Ubuntu, Red Hat Linux 6)
* Other Tools: Microsoft Office, Unix, Putty, Eclipse, Hibernate, VMware- ESXi 5.0, Signavio, SAP, Kali Linux, Client Server. GIS Traffic Mapping.

**Education**

Current Master in Information Technology

Completed Graduate Certificate in Information Technology Queensland University of Technology (QUT)

2012– 2016 B.Tech in Information Technology

Punjab Technical University, India

**Work experience**

2015-2016 Work Experience Industry Placement

2016-2017 Software Tester ( POS)

(Nest Software Private Limited, IT Company, India)

Data Entry Operator

Skills Used – Programming, hardware and Software.

VMM Institute, India

**Major projects undertaken**

**Master of information technology**

**cURRENTLY WORKING ON A pROJECT – Survey on a vanet**

**Graduate Certificate in Information Technology**

1. Development of a Business Case for Pizza hut
2. Working on SAP
3. Development of a Project On Banking Commercial Lending Process using tools i.e. Signavio
4. Research on Traffic controlling
5. Ongoing Research on Project- VANET
6. Currently working on Virtual Machine Environment

**B.Tech in Information Technology**

1. Two Months Training from Amritsar College Of Engineering and Technology, India: C++
2. Six Months Training Project From VMM Institute, India: Wireless PPT
3. from Major Project: Point of Sale (POS) from Nest Software Private Limited, India
4. Socket Programming
5. Cloud Computing

**EMPLOYMENT HISTORY**

May 2018- Eden garden Restaurant, South Brisbane

January 2019- Sales and Marketing, sales Connect, Brisbane

**Key responsibilities included:**

* Dealing with customer’s enquiries and requests over the phone and face-to face
* Making Punjabi Foods
* Providing information on services
* Working with chefs in the kitchen and helping for making the prep
* Inventory
* Communicate with the customer for Sales Solar and Altina electricity

June 2016 – May 2017 Retail Assistant

VMM Electronics, Amritsar

**Key responsibilities included:**

* Dealing with customer enquiries and requests over the phone and face-to face
* Providing information on product availability, advice on product types and features, progress of customer purchase orders and warranty requests.
* Data entry of sales orders and communication with customers in relation to same, including sales order amendments.
* Monitoring stock levels and customer demand and alert the supervisor of insufficient stock levels.
* Provide support to the Sales Manager
* Excellent time management

Referee:

On Request