

OBJECTIVE

An ambitious and diligent IT graduate, with more than three years of experience in IT and digital field. To acquire a job in web development, design, maintenance and support within a prestigious company where I can apply my education, experience and to provide the best result for clients and company.

EDUCATION

Bachelor of Science in Information Technology with honours
University of Technology Sydney

Mar 2020 – Nov 2020

- Second class honours division 1

TECHNICAL SKILLS

- Hardware** Mac, Windows, Cisco
- Programming Languages** HTML, HTML5, CSS (Flexbox & media queries), PHP, Javascript, java & java processing
- Content Management Systems (CMS)** Ensuring cross browser compatibility, converting design into to prototype
- Project management** Wordpress, WAMP environment for website development, Blackbaud
- Marketing** SEO analysis, keywords, SEO Quake
- Project management** Agile and waterfall methodologies, stakeholders, risks, tasks assessment and time scheduling.
- Applications** GSuite products, Asana, Figma, MailChimp, InVision, Google Analytics, Google Data Studio & Adobe Cloud (Photoshop, Dreamweaver, InDesign, etc), Google Tag Manager, Canva (website) & MS Office

EXPERIENCE

Casual IT Customer Support officer at UTS

Dec 2022 – present

- Maintaining computers and computer peripherals throughout UTS with minimum supervision.
- Answering phone calls from other staff and department.
- Troubleshooting and installing computers around the university.
- Lodging, monitoring and responding tickets from students and staff at ServiceConnect.
- Helping out other departments in installing new Dell and HP computers.
- Helping out in software deployment and installation.

Casual Notetaker at UTS Accessibility

Feb 2022 – Feb 2023

- Wrote notes based on the format requested by students while keeping their confidentiality.
- Completed and delivered notes to students within 24 hours after the class.
- Reported problems and progress to the accessibility administrator.
- Liaised the delivery of materials with subject coordinators and tutors across various faculties at UTS.

Casual Developer at McKenzie Partners

**Nov 2020 – Mar 2022,
Jul 2019 – Mar 2020**

- Migrated clients' websites to company's server using Updraftplus and FTP Filezilla
- Updated clients' websites under Shopify, Wordpress & Duda using WYSIWYG, code editor using HTML, CSS, JavaScript, jQuery & PHP for Wordpress and Adobe Photoshop.
- Troubleshooted database and website errors using MySQL & PHP.
- Connected Google Ads conversion and Google Analytics to clients' websites using tags and triggers in Google Tag Manager.
- Created and modified responsive EDM templates using Campaign Monitor
- Collaborated with account managers in printing client companies' statistic performance using Google Data Studio.
- Managing form responses submitted by clients using Duda, Google forms and MailChimp.

NB: I was made redundant in March 2020 due to Covid 19 and returned to this company as a casual staff in November 2020. The second redundant happened in March 2022 due to economic downturn.

Web Development Intern at Marketing Eye

Nov 2018 – Mar 2019

- Applied problem-solving in creating a web page using JavaScript
- Created HTML banners based on the proposed design.
- Configured websites under Joomla and Wordpress CMS.
- Conducted SEO analysis for client companies using Seoquake and Google Analytics.
- Created report for clients based on the results displayed on Google Analytics.
- Conducted effective UI/UX assessment of client websites.

Junior Web Developer at InteractTechnology**Sep 2018 – Nov 2018**

- Created web application assets using HTML, CSS, Angular.JS & Bootstrap.
- Collaborated with senior designers & developers in converting prototypes into responsive web pages.
- Monitored progress of projects and assets using Asana.
- Edited and resized photos from clients based on the template using Sketch & Photoshop.
- Ensured web-page responsiveness across different browsers and devices (iPhone, iPad & desktop).

Casual Digital Coordinator at University of Technology Sydney (UTS)**Jun 2018 – Aug 2018**

- Distributed emails and newsletters across different UTS faculties (including UTS alumni) using Blackbaud (connected to Raiser's Edge).
- Created and modified UTS newsletters using Adobe Dreamweaver under HTML & CSS.
- Improved the SEO settings of UTS Alumni web posts (includes meta keywords, meta description tags, and many others).

Virtual data analytics intern at KPMG (online internship) at Inside Sherpa**Apr 2018 – Jul 2018**

- Applied analytical skills in solving case studies by analysing data provided based on the provided framework.

Web Development Intern at National Breast Cancer Foundation**Nov 2017 – Jan 2018**

- Designed landing page using Beaver Builder under HTML & CSS.
- Improved page speed of the website using Google Pagespeed.
- Editing images using photoshop for the newsletters and emails.
- Ensured responsiveness of a webpage across multiple browsers and devices.
- Handled website redirections & improved the SEO of the website.

IT Support at Catholic Indonesian Community of Saint Peter Julian (CIC SPJ)**May 2017 – May 2019**

- Managed & updated website of CIC SPJ using Wordpress (including website hosting).
- Created & managed emails of each committee using GSuite.
- Created website backups through FTP

EXTRA-CURRICULAR ACTIVITIES**SKILL SUMMARY**

- **Flexible teamwork skill** – Capability to be an all-rounded worker in a small or large team is crucial in the digital department at McKenzie Partners.
- **Ability to work under pressure** – competence to adjust with the deadline delivered as a Customer Support Officer at UTS where I need to respond to urgent requests and phone calls as soon as possible.
- **Proficient skills in communication** – aimed at understanding the demands of the task and delivering the outcome. The skill was demonstrated through the ability to understand instructions provided by the clients of McKenzie Partners.
- **Eagerness to learn** – reflected through the courses and certifications achieved outside of the university requirements.
- **Languages** – Native proficiency in Indonesian and professional proficiency in English, scored 70/90 in National Accreditation Authority for Translators and Interpreters Credentialed Community Language (NAATI CCL) examination

PORTFOLIO**URL**www.gismichelle.com**CERTIFICATES****Lynda**

- Illustrator for UX design
- Creating a Calculation Tool with AngularJS 1
- JavaScript: Enhancing the DOM

NAATI CCL

- Mark: 70/90

Udemy (online course)

- HTML5 and CSS3 Fundamentals
- Javascript Essentials
- Practical PHP: Master the Basics & Code Dynamic Websites
- UX Design for Mobile Developers

REFEREES**Available upon request**