

Pravin Daniel Baliah BInfTech

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About Me

Graduate from Queensland University of Technology with a **Bachelor of Information Technology** (Information Systems). I bring a strong foundation in technical support, systems development, and project management, paired with hands-on experience in database design, Cybersecurity, and business process improvement. Known for my collaborative approach and effective communication skills, I am passionate about leveraging technology to create impact solutions. Currently seeking an opportunity to apply my skills in a dynamic IT environment where I can continue to grow and make meaningful contributions.

KEY SKILLS

Technical Skills:

- Computer hardware and software proficiency
- Coding and software development (Python, C++, HTML, CSS, Bootstrap)
- Database design and management (SQL, MongoDB)
- Cloud computing (Google Cloud, MS365)
- Troubleshooting and problem-solving

Project Management:

- Project planning and execution
- Agile methodology
- Stakeholder communication and requirement gathering
- Comprehensive project documentation

Systems Development

- Web application development using Python-Flask, Bootstrap, and MVC frameworks
- Enterprise systems configuration (SAP) for finance, sales, and procurement functionalities

Cybersecurity

- Information security fundamentals, including cryptography, access control, and network security

Data Management & Analytics

- Data management and analysis for business insights
- Visualisation techniques and SQL proficiency

Business and Process Analysis

- Business requirements analysis and process mapping
- Process improvement methodologies (BPMN, Lean, Six Sigma)

Soft Skills:

- Effective oral and written communication
- Strong organisational and documentation skills
- Team leadership and collaboration

EDUCATION

Bachelor of Information Technology

Queensland University of Technology
Completed: 2024

Diploma of Business Administration

Barrington College
Completed: 2018

Certificate III in Business Administration

Barrington College
Completed: 2018

Citipointe Christian College

Completed Year 12

Certificates

Responsible Service of Alcohol – RSA	Completed -2022
Google Cloud Skills Boost	
• Introduction to Generative AI	Completed -2024
HP Life	
• IT for Business Success	Completed -2025
• Data Science & Analytics	Completed -2025
• AI for Beginners	Completed -2025
• Introduction to Cybersecurity Awareness	Completed -2025

Work Experience

Project Manager / Capstone

OreFox Ai	July 2023 - June 2024
<ul style="list-style-type: none">• Established and maintained efficient project management practices, ensuring alignment with team goals and client expectations.• Liaised with stakeholders to gather requirements, resulting in comprehensive project documentation that enhanced project efficiency by 20%.• Led a team to successfully deliver the project on time and within budget.	

Technical Support

Theodist	Jan 2023 – Feb 2023
<ul style="list-style-type: none">• Designed and implemented a database for printer maintenance contract management, streamlining inventory tracking and reducing processing errors by 30%.• Addressed and resolved technical issues, improving overall customer satisfaction.	

Level 2 Food Hand/ Bar Staff

Fridays Riverside Bar and Hotel	Nov 2021- Mar 2022
<ul style="list-style-type: none">• Ensured compliance with RSA standards while preparing and serving drinks.• Delivered exceptional customer service, resolving inquiries and issues promptly.• Maintained cleanliness and organisation, adhering to health and safety regulations.	

Technical Support Engineer / Internship

TeQwise

Nov 2019 – Feb 2020

- Acted as the first point of contact for technical assistance, resolving 95% of issues on the first call.
- Supported network engineers in migrating 50+ clients to cloud platforms, improving system efficiency by 25%.
- Assisted in the design and development of company-wide standard procedures.

Project Experience

Lead Client Team for consultant

Jun 2024

- Led a client team of 32 students in an information system consulting unit.
- Created a comprehensive client proposal with clear recommendations to assist decision-making within a client firm.
- Applied oral communication skills in consulting-style presentations and engagement meetings.

VOLUNTEERING EXPERIENCE

Church Volunteer

2018 – Present

- Assisted in setting up and packing down services, demonstrating reliability and teamwork.

Youth Group Leader

2016-2018

- Managed storage and organised events, enhancing organisational and communication skills.

Student Laboratory Assistant

2016-2018

- Organised experiments and assisted with troubleshooting, gaining hands-on technical experience.

Student Technology Room Assistant

2016-2018

- Provided technical support, developing problem-solving skills.

Last Days Project

2016-2017

- Participated in environmental preservation and community service projects, demonstrating commitment to social responsibility.

REFERENCES

Jack Emanuel
Control Systems Engineer at
Control Automation Solutions Pty Ltd
0401166850

Mr Sean Smith
Operations Director at TeQwise
Suite 2 Level 21, 444 Queen Street,
Brisbane QLD, 4000
(+61) 732183300

28th February, 2020

Attn: Mr Pravin Baliah

Subject: Personal Reference

To Whom It May Concern,

I am delighted to provide a personal reference for Pravin Baliah. Pravin has completed a 12 week internship with TeQwise between December 2019 and February 2020. In that time Pravin has displayed absolute professionalism in all aspects of attendance and attention and completion of any and all tasks set for him. Pravin has also completed all tasks showing an advanced aptitude, the ability to think through challenges to arrive at alternate solutions and the discipline to complete tasks within agreed timeframes.

Beyond these impressive qualities, the most admirable thing I can share, in endorsing Pravin, is his natural and instinctive initiative that Pravin demonstrated on many occasions. We observed Pravin, on at least 4 occasions during his internship, thinking beyond expectations, observing and rationalising conceptually and practically to deal with technical issues he identified and brought to the attention of management where management were not aware of these issues. In my experience, this is a fantastic characteristic to have and that is rarely learned and rarely observed these days.

We have thoroughly enjoyed the privilege of having Pravin complete an internship with teQwise and we hope that Pravin will continue to engage with teQwise – in fact we are hoping that we might be able to offer Pravin a career path in the near future – or when he completes his I.T degree. In that regard, I can't endorse Pravin highly enough and wish him every success what ever his future and career path becomes.

Yours sincerely



Sean Smith
Operations Director

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