**Oveshen Govender**

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# CAREER OBJECTIVE

I am currently a qualified L2 IT Technician with extensive hands-on experience in both L1 & L2 software related tasks. I have completed 3 cloud certifications and I currently study a Diploma of Information Technology with the Monarch Institute. In-depth experience with ServiceNow, incident, request and major incident management. I am looking for positions in IT Support however, I am opened to anything.

# EDUCATION

**Microsoft Azure Fundamentals (AZ-900) (2023)**

**AWS Certified Cloud Practitioner (CLF-C01) (2023)**

**AWS Certified Solutions Architect – Associate (SAA-C03) (2024)**

**Microsoft Azure Developer – Associate (AZ-204) (Currently Studying)**

**Diploma of Information Technology (Currently Studying)**

# CORE SKILLS

|  |  |  |
| --- | --- | --- |
| Critical analysis & problem solving | Optimized time management & working with SLA’s | Build, test and maintain web applications |
| Excellent at executing feedback improvements | Eloquent task prioritization & escalation | Security best practices for web apps |
| Critical attention to detail | Web development best practices | Cloud architecting & infrastructure |
| Process improvements from insights of data | Build, deploy and test web applications | Deploy and secure robust web applications |

**WORK HISTORY**

**Thales Australia**

**Service Desk Technician**

**May 2023 – June 2024**

• Providing L1 & L2 technical support remotely using key tools such as SCCM in a corporate managed IS/IT environment.

• Request management and completing tasks relating to account creation, maintenance and access control.

• Software installations via Software Center and license maintenance

• Identity and Access Management via Active Directory.

• Major incident management and assisting in the handling of P1’s and P2’s.

• Creating and updating documentation for my team and the organisation.

• Proposing process and workflow changes to improve efficiency.

**LendiGroup**

**Technical Support Analyst**

**March 2022 – March 2023**

• Providing L1 technical support remotely using tools such as TeamViewer in an Enterprise IT environment.

• Troubleshooting of key features in the Office 365 Business Suite such as OneDrive.

• Technical loan structuring and support for mortgage brokers in ApplyOnline.

• Identity and Access Management via Azure Active Directory.

• User maintenance and access control via Active Directory.

**Aussie Home Loans**

**Broker Support Services Consultant**

**March 2021 – March 2022**

• Providing general IT support remotely using tools such as TeamViewer in an Enterprise IT environment.

• General troubleshooting in the Office 365 Business Suite.

• Technical loan structuring and general support for mortgage brokers in ApplyOnline.

• User maintenance and access control in Azure Active Directory.

**Kantar Millward Brown**

**Market Research Interviewer**

**February 2018 – March 2020**

• Engaging with customers and delivering an outstanding and unique service.

• Maintaining an in-depth knowledge of products and services and informing customers of suitable options that best suit their needs.

• Always taking a proactive approach when dealing with customer inquiries.

• Maintain confidentiality and security of customer information.

**Overnight Front Area Worker**

**McDonald’s Kellyville**

**June 2017 – March 2019**

• Training new staff members in the correct McDonald's procedures.

• Providing feedback on performance when training new crew.

• Recommend training needs to the restaurant’s training managers.

# ADDITIONAL EXPERIENCE

I am a competent coder and have a passion for learning modern web architecture. I am proficient in PHP and JavaScript to name a few. I have successfully managed and maintained versioning when pushing applications into production. I am studying a Diploma of Information Technology (Front and Back End Web Development) to formalize my skills and learn industry recognized best practices.

# PROJECT 1 – NextJS – A Modern Progressive Web Application (PWA) in JavaScript

# I have recently developed a PWA using NextJS 14 and only JavaScript, no HTML or CSS required. It’s a highly dynamic user experience with features such as dark mode and delayed transitions making very good use of the JavaScript on the client and server side. The application is a simple Links page but with a practical twist. Other than having the traditional social links, I have professional links and certifications linked to display at a moment’s notice. I have opted for web hosting in Vercel and versioning is handled by GitHub, this is a production ready application. I have opted to use the PWA package and utilize it’s functionality to further serve the user experience. This web app supports offline mode via the use of a service worker with caching occurring the moment the page is loaded. I have implemented a push notification to enable installation on a number of devices to further enhance the offline experience.

# Link: [www.thelinkinmy.bio](http://www.thelinkinmy.bio)

# PROJECT 2 – LEMP – A Traditional Server-Side Rendered (SSR) Application in HTML, CSS & PHP

# This application from a framework perspective is not very modern but it makes up for it with highly specialized code for an enhanced user experience. I have opted for Bootstrap 5 for CSS styling with this being a standard freelancing website. What isn’t standard is the features such as a functional GPT-4o Chatbot & Virtual Assistant, a functional store with items and payments configured & 2 computer vs player games in Tic Tac Toe and Checkers. The chatbot is coded primarily in JavaScript with Guzzle being used for API requests and PHP for scripting, this is built on OpenAI’s latest GPT model 4o. The online store contains 2 variable products that are not hard coded into the page, instead I have opted to use PHP to fetch the product information from a table in the database making the application more scalable. The games are not utilizing any intelligent moves via API, they are coded in JavaScript with PHP for logic. Both games are designed to be challenging with Winning Moves being checked before every play. This application was designed on a traditional stack to test out modern web development practices.

# Site: <https://3three.life>

# Tic Tac Toe: <https://3three.life/tictactoe.php>

# Checkers: <https://3three.life/checkers.php>

# Online Store: <https://3three.life/shop.php>

**PROJECT 3 – NuxtJS and Laravel API – A Modern Single Page Application (SPA) with Vue**

For this application I have opted for an SPA to enhance user experience and utilize the modularity of using NuxtJS. The backend API is powered by Laravel Octane which has significantly reduced build times for the project, this balances out other factors in play such as not using Vite as the builder. The client-facing site is styled after a web agency that offers hosting, design and development services. This application has some benefits of being an SPA compared to SSR and SSG as it’s primarily utilizing 2 different global layout components depending on the authentication state. Being an SPA built with the reactivity of VueJS this application loads very quickly and even features animations to indicate client-side rendering is occurring. I will remark that SPA’s can lack SEO if not implemented correctly. I have opted to include meta data for this purpose to provide the best user experience. This application is still in development but is hosted with the backend on an EC2 instance.

Link: <https://nuxtt.3three.io>

# References available upon request.