



# Barinderpal Singh Narang

## Details

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DRIVING LICENSE  
Victorian

## Skills

Active Directory

Zendesk

Veritas

Administration Kit

Microsoft Excel

Matasphere

Microsoft Office

Final Cut Pro

Adobe Photoshop

Adobe Premiere Pro

Exchange Management

Tableau

Kastle Systems

## Languages

English

Punjabi

Hindi

## Profile

Experienced and dedicated Service Desk Professional with a few years of experience identifying efficiencies and problem areas within data streams, while communicating needs for projects. Excellent time management skills combined with superior knowledge of the customer service industry. Adept at receiving and monitoring data from multiple data streams, including Access, SQL, and Excel data sources. Highly competent communicator skilled in multitasking and effectively communicating with others.

## Employment History

### Support Worker, City of Greater Dandenong Council, Melbourne

MARCH 2021 – PRESENT

- Assisted clients with special needs, and served as a source of support.
- Operated with a strong work ethic, professionalism, and the ability to work under pressure.
- Worked well independently and on a team to solve problems.
- Observed work in progress to ensure that procedures were properly followed.

### Customer Service Support, Coles, Point Cook, Melbourne

JUNE 2018 – MARCH 2021

- Provided superior customer service to clients by addressing all questions and concerns.
- Outline charges for all customer services, take customer billing, and fix billing issues when they arise by adjusting billing charges, exchanging merchandise, and refunding money when necessary
- Implemented effective marketing techniques and strategies.
- Attended workshops and conferences centered around increasing customer service skills.

### System Analyst - IT, Slater and Gordon, CBD, Melbourne

JULY 2021 – JULY 2021

- Supported an efficient production system in a fast-paced environment by accurately processing all new orders, and delegating tasks as each order required.
- Managed front-end and back-end development in the company's Portfolio Analyst, Employee Track, and Account Management systems.
- Redesigned and implemented user documentation for system training within the organization.
- Providing 1st line of support – troubleshooting of I.T-related problems from in-house software to hardware such as Desktops, laptops, Dictaphones, landlines, and Printers.
- Provided tutorials on current data management techniques including assisting with analysis and providing technical recommendations on study software.
- Merged data with existing data sets, careful to keep old data sets and documentation.
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### Technical Support Specialist, Convergys, Gurugram, India

FEBRUARY 2013 – JULY 2015

- Worked to motivate and support all creative staff, resulting in excellent workflow and productivity.
- Helped to devise a new business model, and steps to support it.
- Collaborated with the IT Team to ensure that security software was properly installed on all employee computers.

## Hobbies

Photography

Cricket

Cooking

Traveling

Learning about new things

Meeting and Interacting with new people

- Received constructive criticism well and turned it into an opportunity to grow and improve.
- Provided exceptional service to customers and to the clients by providing back-office support via CRM System, chat, and email.

## Education

### Advanced Diploma in Leadership and Management, Vocational Training Institute, Melbourne

OCTOBER 2018 – JUNE 2019

### Professional Year Program for Information Systems , Performance Education, Melbourne

AUGUST 2017 – JUNE 2018

### Master of Information Systems , Deakin University, Melbourne

AUGUST 2015 – SEPTEMBER 2017

### Master of Business Administration, Punjab Technical University, Jalandhar

AUGUST 2012 – NOVEMBER 2014

### Bachelor of Science in Animation, Manipal University, Bangalore

MARCH 2009 – AUGUST 2012

## Internships

### Peer and Self-Assessment, Deakin University, Burwood, Melbourne

SEPTEMBER 2016 – DECEMBER 2016

- Regular client meetings and in-depth understanding.
- Analyzing and understanding client's problems and requirements and providing them suitable solution
- Researched and presented group presentations with strategies in front of clients and faculty.
- Performed tasks on Jira to keep track of progress and stay updated.
- Exposed to real-world problems through industry speakers at universities.
- Achieved a final credit for that specific unit.

## Certifications

### PTE, Pearson Test of English

JULY 2020 – JULY 2022

### NAATi Language Translation, NAATi

DECEMBER 2020 – MARCH 2021

### Certificate III in Individual Support, National Career Institute

JULY 2020 – FEBRUARY 2021

### NDIS New Worker Certification, NDIS, Australia

APRIL 2021 – JULY 2021

### NDIS Orientation, NDIS, Australia

JULY 2021 – JULY 2021

### Aged Care 9 Modules, Aspen Medical

MARCH 2021 – JULY 2021

# Licenses

**Working With Children Check, Murrumbeena, Melbourne**

APRIL 2021 – APRIL 2026

**Driving License, Melbourne, VIC**

MARCH 2016 – AUGUST 2022

