

NASHAN DSOUZA

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SUMMARY

Resourceful and driven IT professional with hands-on experience in technical support, software development, and immersive technology environments. Contributed to the setup of advanced Virtual Reality (VR) labs and participated in the Australia-wide Beacon Expansion Project with Lumination, supporting the deployment of innovative educational technologies.

Currently working as an Information Technologist at Adelaide University, delivering end-user support, managing campus IT infrastructure, and collaborating with cross-functional teams. Completed a front-end development internship at Overlay, gaining practical experience in responsive web design, Git version control, and UI enhancements.

An Information Technology (Software Development) Graduate, currently pursuing a Master of Computer Science. Recognised for adaptability, initiative, and the ability to deliver effective solutions in fast-paced IT environments.

EMPLOYMENT HISTORY

IT Technologist: ICT Support Services: at Adelaide University, Adelaide, SA. August 2025 – PRESENT

- Provided IT support to students, staff, and stakeholders, resolving issues onsite and via Marval (MSM) CRM.
- Worked with Network Services, Teaching Technologies, and ICT Support to troubleshoot devices, decommissioning, SOE installation, network, and hardware issues.
- Worked with MECM, IPAM, MSM (CRM), ALMS
- **Achievements:**
 - Completed AV Audits 2024 and Campus Wide PC Pools Replacement Project.
 - Trained and onboarded new employees.
 - Assisted in maintaining and upgrading campus IT systems.

Retail Team Member at JB Hi-Fi Group Pty Ltd, Adelaide, SA. May 2025 – PRESENT

- Consistently met and exceeded weekly sales KPIs and individual performance targets.
- Delivered *outstanding* customer satisfaction, regularly receiving positive feedback and recognition from store management.
- Built strong customer relationships by offering tailored product recommendations and technical advice.

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TECHNICAL SKILLS & CONCEPTS

- Google Colab
- Command Prompt
- Object-Oriented Programming (OOP)
- Data Structures and Algorithms
- Design Patterns
- System Design
- Git Version Control
- Visual Studio Code (VSC)
- Visual Studio
- UTM (Virtual Machine)
- Azure Data Studio
- Marval (MSM) CRM Platform
- JIRA Service Management Platform
- MECM
- IPAM
- SCRUM
- JIRA

LANGUAGES

- HTML
- CSS
- JavaScript
- Java
- Python
- C++
- C#
- @Razor
- Swift
- MySQL
- JSON
- XML

IT HelpDesk at Lumination, Adelaide, SA. January 2025 – March

- Provided technical support for hardware, software, and network issues.
- Worked with large Virtual Reality Labs and equipments.
- Managed admin, user accounts, access controls, and security settings.
- Diagnosed and resolved IT incidents through JIRA.
- Installed, configured, and maintained IT infrastructure.
- Documented troubleshooting steps, IT policies, and best practices
- Worked as IT Support and Communication Officer for Beacon Expansion Project for 2025.

Front-End Software Developer Intern at Overlay, Adelaide, SA. January 2025

- Developed websites using ASP.NET.
- Implemented Interactive elements, buttons and animations for improved user engagement.
- Utilised Git for version control,
- Assisted in testing and debugging application features to ensure smooth user experience.

Information Technologist: ICT Support Services: at The University of South Australia, Adelaide, SA. January 2024 – February 2025

- Same as Student Technologist: ICT Support Services for Adelaide University above.

Campus Central U-Buddy at The University of South Australia, Adelaide, SA. December 2023 – December 2024

- Assisted students with academic and administrative enquiries.
- Supported Campus Central staff with case management and issue resolution.
- Collaborated across teams to deliver effective student support.

Sales Assistant at Under Armour, Harbour Town, Adelaide, SA. December 2022 – DECEMBER 2023

- Achieved and exceeded sales targets through customer engagement and product promotion.
- Delivered personalised service and resolved customer issues
- **Achievements:**
 - Highest Sales for the month of March, May, June, and, October 2023
 - Voted the most reliable team member for the month of *January, February and June 2023.*

Crew Trainer at McDonald's, Rundle Mall East, Adelaide – SA. APRIL 2022 – DECEMBER 2023

- Trained staff, supported shift operations, and handled customer escalations.
- Performed effectively in high-pressure, fast-paced environments
- **Achievements:**
 - Promoted to Crew Trainer; Employee of the Month (Jul & Aug 2022)

EDUCATION

2026 - Present	Master of Computer Science – Adelaide University
2023 - 2025	Bachelor of Information Technology (Software Development) – University of South Australia (Now Adelaide University)
2022	Bachelor of Business (Digital Marketing & Management) – University of Adelaide
2020 - 2022	Bachelor of Commerce (Accounting and Finance) – Mumbai University
2019 - 2020	Higher Secondary Certificate – University of Mumbai (St. Andrew's College)

CODING BOOTCAMPS

May 2024

Java Bootcamp with John – Coding with John

<https://codingwithjohn.thinkific.com/certificates/teelqwr1g>

EDUCATION CERTIFICATES

2024	Java Bootcamp with John
2024	Introduction to Java Programming – Part 2 (The Hong Kong University of Science and Technology)
2024	Introduction to Java Programming – Part 1 (The Hong Kong University of Science and Technology)
2024	Databases: Relational Databases and SQL (StanfordOnline)
2023 - Present	UniSA Platinum Award
2023	Object-Oriented Programming and GUI with Python (Arizona State University)
2023	Cybersecurity Basics (IBM)
2022	IELTS (IPD Education)
2021	Intel AI For All (Intel Corporation)
2021	Digital Marketing (St. Andrew's College, Mumbai University)
2021	Rhetoric: The Art of Persuasive Writing and Public Speaking (Harvardx)
2020	Company Secretary Executive Entrance Test (ICSI)

REFERENCES

Available upon request.