

Jashan Sarao

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Abilities and Skills

Strong communication skills

Excellent verbal and written communication skills in English Excellent computer skills- Typing/Word processing, Systems administration, Spreadsheets, Email management, Typing speed of 90 wpm (word per minute).

- Medici, Service Cloud, Gallagher, Oracle, and Asure ID.
- Proficient in Microsoft Office Suit (Word, Excel, Access, Outlook, Publisher, and OneNote)
- Adept in using Raspberry Pi 4
- Knowledge of Computer Programming/Coding, CSS, and C++.
- Well-versed in Adobe Premier Pro, Adobe After Effects, Illustrator, Adobe Creative Cloud, Acrobat, Photoshop, and Creative Cloud.
- Experience in using Maya (CGI/VFX Software)
- Experience in Unreal Engine (Epic Games Software)

Ability to work effectively within a team.

Strong-problem and analytical skills.

Commitment to outstanding customer focus and quality.

Excellent customer service skills.

Professional Experience

Student Service Adviser (Student Academic Services) at University of South Australia, Magill, Adelaide, SA – August, 2024 – present.

Responsibilities

Assist the Team Leader to review the on boarding and induction processes for Student Service Advisers and Team Leaders, including quality management practices related to integration into the Campus Central culture.

2. Act as a first point of reference for, and manage student administration enquiries from students, staff, alumni and members of the public and provide timely and accurate responses in close liaison with academic unit staff, in particular academic and administrative staff, and other areas of the University.

3. Identify and meet internal and external customer needs through building effective relationships and the provision of quality advice and assistance to University staff, students and alumni in relation to the implementation of academic and administrative policies.
4. Undertake a range of administrative activities and liaise with other areas of the University, particularly Academic Units, Student and Academic Services, FM Assist and external customers as required to support the delivery of excellent customer service.
5. Active involvement in Academic Unit/University initiatives (e.g. reviews, working parties and networking forums).
6. Utilise the student administration system to access, provide and update information for students and staff (professional and academic).
7. Meet all requirements of the Campus Central training and development framework and actively participate in staff development and training and team discussions about the continuous improvement and development of services and procedures.
8. Ensure University policy and procedures are implemented and adhered to.
9. Maintain electronic and paper-based student, academic and statistical records, make standard determinations regarding student graduation eligibility and produce reports as required.
10. Work with staff across the University to resolve student administration issues, to share information and ensure consistency of systems and processes across all Academic Units, and adherence to University policy and procedures.
11. Provide effective support to new team members and contribute to the design and implementation of induction activities.
12. Work collaboratively with all staff in Student and Academic Services, including participation in events and activities, working on other campuses as required, and multi-skilling activities.

U-Buddy (Student Academic Services), Campus Central at University of South Australia, Magill, Adelaide, SA – January 4th, 2024.

Responsibilities

- Administration
- Program/Enrolment Assistance and Advice
- Career, Learning, Program and Course Advice
- Administration tasks of Student Forms and Exam Timelines
- Graduation Ceremonies
- Assistance with Accommodation
- International Student Support and Advice
- Administrate Student ID Cards
- Assist with Scholarship Advice
- Counselling Services
- Respond to and manage incoming phone calls, providing information and assistance to students

Pre-Placement Mask Fit Tester – University of South Australia Allied Health and Human Performance, City East, Adelaide, SA

Responsibilities

- Mask Fit Medical Students
- Ensure Administration of Medical Certificates and Student Placement
- Use Software such as Front Desk Management System and Fit Test Pro.
- Administer Communication with Clinical Placement Officer, Allied Health and Human Performance and Teaching Enterprise unit.

USASA (University of South Australia Student Association Executive Committee for Performing Arts) 18/3/2024 – 1/06/2024.

- Performance Preparations for the Theatre.
- Engage with UniSA Staff and Actors for USASA Hosted Activities
- Involvement in the Adelaide Fringe Festival
- Operate digital tickets sales.

MOD. (Museum of Discovery) Youth Board – 12th March 2024 – Present

- Exhibition Preparations
- Prototype Testing
- Engage with MOD. Staff to Deliver Activities for future exhibitions.

UniSA MOD, Annual Photo and Video Shoot

Position: Model

Agency(s): Topbunk, University of South Australia and MOD (Adelaide). 18 December 2023.

“I starred in the MOD shoot as a model to capture the imagery behind MOD by UniSA. This is to showcase the new installation at MOD to star in the campaign, appearing in an annual campaign across many social platforms and through digital and print assets. Collaborating with photographers and MOD professionals to achieve natural themes and artistic display as a model and promotion of MOD Annual Campaign representing the brand in a professional setting.”

SASH, (Sexual Assault and Sexual Harassment Advertisements) – University of South Australia, Mawson Lakes and City West – July 9th and 12th, 2024.

Agency: SASH Team – University of South Australia, Adelaide

“I participated in three advertisements aimed at raising awareness about sexual assault and harassment. This project involved working closely with a team to deliver impactful messages while using my acting abilities to convey sensitivity and empathy towards the subject matter.”

Catering Attendant - Lyell McEwin Hospital, Elizabeth Vale, SA, Government of South Australia (SA Health). 18 December 2021-2023

Responsibilities

1. Provide food services under the direction and supervision of the Chef and Supervisors.
2. Ensure a Hygienic Environment in accordance with Infection Control Guidelines
3. Verifying Stock Lists on Computer and Check Lists.
4. Operate Industrial Kitchen with Advanced Technological Systems.
5. Undertaking training as in aspect to the roles.
6. Food Preparation
7. Interacting and Serving patients.
8. General Hygienic and Sterilization practices

Menu Office Experience (Administrative) – Lyell McEwin Hospital, Elizabeth Vale, SA, Government of South Australia (SA Health). April, 2022-23

1. Provide Allergen Information to Chefs, Supervisor and Catering Staff
2. Liaison with Dietitians, Speech-Pathologists and Food Service Staff.
3. Help patients choose food that is safe and appropriate for their dietary needs, including those with food allergies and intolerances.
4. Checking and following up patients with complex diets.
5. Provide Menus to Patients and Collect Menus
6. Assisting with Audits.
7. Assist the Team Leader on Beltline with Allergen and Special diet Menus.

Waikerie Health Services Catering Attendant, Waikerie SA, Government of South Australia (SA Health) (August 18, 2021 – December 18, 2021)

Responsibilities

1. Document Accurate Record Management Information of Kitchen.
2. Analyse and maintain requirements for receipts, delivery, stock check and verifying orders.
3. General Duty of taking calls and transferring calls from Healthcare/Medical Team to different Departments
4. Input future and present order into the Computer System
5. General Hygienic and Sterilization practices.
6. Operate Mechanical Machines for Use in Kitchen.
7. Preparation of Food.
8. Reconstitute Complaints and Files to Supervisor.

Education

University of South Australia (Australia, Adelaide, SA)

Bachelor of Creative Industries - July 24th, 2023 - Present

Harvard University – Online (United States, Cambridge, MA).

Business and Management - (Innovating in Healthcare) May 12th, 2023 – December 8th, 2023.
(Completed)

Relevant Coursework:

- Evaluating and Crafting Business Models
- Structure, Public Policy, Technology, Financing, Regulations, Accountability and Consumers.
- Entrepreneurship in health firms
- Medical Administration

University of South Australia (Australia, Adelaide, SA)

Foundation Studies - June 2021 – 2023, July.

Relevant Coursework:

- Digital Literacy: Screen Web, and New Media
- Individual and Society in Contemporary Australia
- Introduction to Human Behaviour
- University Studies
- Critical Thinking: Media and Academia.
- Communication for Academic Purposes.
- Individual Group Skills
- Introduction to Global Issues and Identities

Open Access College - 2018, Jan – 2020 December

Awards and Honours

- **(National Champion) Won Gold in Uni Nationals** (Represented University of South Australia in Tennis) 2022, September.
- Represent University of South Australia in Tennis.
- Played **States Championship Soccer** South Australia
- Played **Country Championship Soccer** South Australia
- **Personal Achievement Award in Geography** from Open Access College **2019**.

Clearance Certificates:

- Police Clearance Certificate, AFP 2020
- All Immunisation Completed, 2021
- COVID-19 Vaccination Taken 2021, 2022.
- Children Check Completed, 2021.
- NDIS Check Completed, 2021.

- Have Completed- **HLTAID003 Provide First Aid 2020.**