

AJAY THAKUR

Software Engineer

0490 916 701 | ajaythakur2923@gmail.com | linkedin.com/in/ajay-thakur-325832130 | ajaythakur2923.github.io/portfolio

Wollongong, NSW 2500 | Full Work Rights in Australia

PROFESSIONAL PROFILE

Master of Computer Science graduate (Software Engineering, University of Wollongong) with 1–3 years of hands on IT support experience and a strong background in full-stack development, cloud-integrated systems, and AI API integration. Proven ability to diagnose and resolve technical issues at first contact, triage and prioritise service requests, and deliver excellent end-user outcomes in fast-paced environments. Skilled in Microsoft 365, Windows OS, Azure Active Directory, and ITIL-aligned practices. Experienced in Active Directory administration, incident management, SLA management, and knowledge base documentation. Strong communicator, collaborative team player, and a genuine commitment to continuous improvement. Holds full work rights in Australia on a Subclass 485 visa.

TECHNICAL SKILLS

Operating Systems & Platforms: Windows 10/11, Windows Server, macOS

Microsoft 365: Exchange Online, Teams, SharePoint, OneDrive, Outlook, Azure Active Directory

Cloud & Infrastructure: Microsoft Azure, Active Directory, DNS, DHCP, TCP/IP, LAN/WAN, Vercel, GitHub Pages

Service Desk & ITSM: ITIL-aligned incident management, SLA management, first contact resolution, incident triage & prioritisation, knowledge base documentation, service catalogue, ticketing systems

Programming & Scripting: Python, JavaScript, PHP, HTML/CSS, SQL, C++, C#

Frameworks & APIs: Flask, REST APIs, Vercel Serverless Functions, Unity (2D)

Databases: SQL, SQLite, cloud-hosted databases

Tools & Workflows: Git/GitHub, VS Code, CI/CD pipelines, Agile/Scrum, Groq API, LLM integration, Prompt engineering

EDUCATION

Master of Computer Science — Major: Software Engineering
University of Wollongong, NSW, Australia

2022 – 2024

- Capstone Project: QR Code-Based Attendance System using Python, Flask, SQL, PHP, Azure, designed secure real-time data handling and cloud integration at scale.
- Developed strong foundations in software engineering best practices, agile methodologies, unit & integration testing, CI/CD, and AI-driven development.

Bachelor of Computer Science
Government Degree College Kullu, India

2015 – 2018

- Final Project: 2D Game Development in Unity (C#), designed gameplay mechanics, physics interactions, and interactive systems.

KEY PROJECTS

AI Chat Assistant

- Built a fully functional AI-powered chat assistant integrating the Groq API (Llama 3.3) for real-time LLM responses demonstrating end-to-end AI development lifecycle from design through to deployment.
- Implemented a secure backend proxy via Vercel serverless functions to protect API credentials applying secure, ethical AI development principles in a production-ready architecture.
- Features include chat history, typing indicators, markdown and code block rendering, and mobile-responsive layout designed with user experience and accessibility in mind.

Tech: HTML/CSS, JavaScript, Groq API, Llama 3.3, REST APIs, Vercel Serverless, GitHub Pages

QR Code-Based Attendance System (Capstone)

- Architected a Python/Flask backend to process real-time QR scan events with secure data storage and seamless REST API integration demonstrating end-to-end problem solving and structured technical delivery aligned with ITIL principles.

- Deployed on Microsoft Azure with a focus on reliability, scalability, and data integrity, reflecting the Cloud First approach central to enterprise IT environments directly applicable to managed service desk delivery.
- Designed secure, cloud-hosted SQL database integration demonstrating experience with compliance-focused data handling principles.

Tech: Python, Flask, SQL, Microsoft Azure, REST APIs, PHP

2D Game Development in Unity

- Designed and implemented a complete interactive 2D game from scratch, applying OOP principles and structured software engineering practices in C# and Unity.
- Built gameplay loop, physics interactions, and level design with a focus on player engagement and maintainable code architecture.

Tech: C#, Unity, OOP, Game Design, Physics Systems

WORK EXPERIENCE

IT Support & Sales Associate | Cignall

Aug 2024 – Present

- Delivered Level 1 technical support for internal systems in a fast-paced, customer-facing environment, achieving high first-contact resolution rates through structured troubleshooting and clear communication.
- Accurately categorised and prioritised incoming service requests using a ticketing system, identifying patterns to manage workload effectively and meet SLA targets within agreed timeframes.
- Led a team of 20 employees, managing schedules and coordinating daily operations to maintain consistent service delivery standards.
- Maintained a professional and empathetic user experience by engaging with diverse end users, ensuring every interaction reflected a high standard of customer care.

Service Team Member | Coles

Apr 2022 – Present

- Demonstrated strong prioritisation and time management skills collaborating in a cross-functional team under high-volume, time-pressured conditions, maintaining reliability and adaptability throughout.
- Developed strong interpersonal and communication skills engaging with diverse customers and team members daily.

Office & IT Supervisor | Zenith Event & Services

Sep 2018 – Dec 2021

- Supervised IT infrastructure and office systems for 50 employees, managing Windows desktops, Microsoft 365 administration, hardware, software, and data operations across the organisation.
- Trained staff in software tools and operational procedures, contributing to knowledge base documentation and driving continuous improvement of IT processes.

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- **Microsoft Azure Certification** — Currently pursuing, in progress via ACS Professional Year Program
- **Introduction to Artificial Intelligence** — Institute of Applied Technology Digital NSW Government Microskill (*April 2026*)
- **Web Designing & Development Certificate** (*2015/2016*)
- **Workshop on Online Safety | Social Surfing 3.0**

References available upon request