


AUGUSTINA OO

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 Hoppers Crossing, Victoria, 3029

Summary

Motivated and adaptable final-year Bachelor of Information Technology student at RMIT University with a diverse background in law, entrepreneurship, and technology. Actively seeking opportunities to contribute to the future of technology, I'm especially interested in emerging fields such as Cloud/Cyber security and AI, where my passion for innovation, precision, and continuous learning can help shape meaningful digital solutions.

Work Experience

eCommerce Coordinator (Volunteer)

Big Group Hug, (Community Help for Family in Need) - Jun 2024 - Present

- Managed inventory, eBay orders and resolved customer inquiries to ensure smooth operations.
- Coordinated with the team for efficient order fulfillment.

Front of House Staff & Barista

No 93 BBQ House - May 2023 - Dec 2024 (1 year 8 months)

- Solved customer complaints by active listening and provided other options for their choices.
- Managed POS system such as adding menu items and payment transaction.
- Answered phone calls from customers inquiring about take-out orders or reservations.

Corporate Lawyer

Myo Win & Associates Law Firm - Jan 2018 to Feb 2021 (3 years)

- Prepared and negotiated contracts, ensuring legal compliance.
- Founded and registered corporate entities.
- Represented clients in legal proceedings.

Startup Founder

Visual InnoCreative Production - Jan 2019 - August 2022 (3 years 8 months)

<https://www.facebook.com/innocreative.mm>

- Led a digital media and marketing production company, delivering innovative solutions to clients.
- Developed creative strategies and ensured high-quality content production.
- Managed customer relations, addressing inquiries and feedback promptly.

Skills

- Systems: Microsoft 365, Cisco Packet Tracer
- Analytical Thinking & Problem-Solving

- Programming: Java, Python
- Networking & Virtualization: TCP/IP, routing protocol (EIGRP, OSPF), VMware, Hyper-V
- Web Development: HTML, CSS
- Attention to Detail
- Communication & Stakeholder Engagement
- Time Management & Prioritization
- Adaptability & Resilience

Education

Bachelor of Information Technology from RMIT University

Expected to finish in November 2025

Focus: Project Management, Cloud Security, Software Testing, Full Stuck Development

Associate Degree in Information Technology from RMIT University

Finished 2024

Focus: Virtualization, Unix Administration, Cybersecurity, Networking, Software Engineering, Further Programming (Java)

Diploma of Information Technology from RMIT University, Australia

Finished 2023

Focus: UX Design, ICT Project Management, Object-Oriented Programming (Python, Java)

Bachelor of Law from Mandalay, Myanmar

Finished 2014

Focus: Myanmar Customary Law, Law of Tort, Legal Ethic, Method of Studying Law, Criminal and Civil law, International Law

Languages

English:

Full Professional

Burmese:

Native

References

Francesca Ligabo

Volunteer Manager

BIG GROUP HUG

(Community Help for Family in Need)

francesca@biggrouphug.org

Vinay Michael

VE Teacher

Vinay.michael@rmit.edu.au