

CALLUM O'CONNOR

Graduate IT Professional | Software Development | IT Support | Automation

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Education

Deakin University

Bachelor of Information Technology

Geelong, Victoria

Mar 2020 - Nov 2024

St Joseph's College Geelong

Geelong, Victoria

Feb 2014 - Dec 2019

Skills

Languages:	C#, C++, Python, JavaScript, SQL, HTML, CSS
Technologies:	Node.js, MySQL, AWS concepts, Git, Zapier, Adalo, Microsoft 365, Windows, REST APIs, databases, cloud-native concepts
Core Skills:	Troubleshooting, technical documentation, workflow automation, process improvement, customer support, stakeholder communication, team collaboration, problem solving

Professional Experience

Shape Your Support

May 2023 - Present

Support Worker

- Provide client-facing support with a focus on clear communication, reliability, and respectful service delivery.
- Assist clients with day-to-day support needs while following workplace procedures and maintaining professional boundaries.
- Communicate with team members and stakeholders to support consistent care, problem solving, and smooth handovers.

Deakin University

Geelong, Victoria

Student Intern / Head Software and Tech Developer

Jul 2024 - Oct 2024

- Collaborated with a multidisciplinary team under an industry mentor to support client-focused project outcomes.
- Developed Zapier automation workflows to improve user experience and reduce manual input.
- Assisted in designing an app using Adalo, contributing to front-end and back-end functionality.
- Created and refined a Zapier Filter Guide that reduced time spent resolving recurring automation issues by 25%.
- Produced technical documentation to make project processes easier to follow and maintain.

Ford Motor Company

Victoria, Australia

Engineering Intern, Ford Proving Ground

Jan 2018 - Dec 2018

- Calibrated dynamometers for vehicle engine and powertrain testing.
- Programmed environment chambers using real-world environmental data to simulate extreme conditions.
- Assisted with data analysis and validation of test results to improve reliability and performance.
- Worked with senior engineers to troubleshoot technical issues and improve testing protocols.

Cotton On

Avalon, Victoria

Pick Team Member

Dec 2021 - Apr 2023

- Picked and packed orders for global distribution with a focus on accuracy and timely processing.
- Trained newer team members and supported day-to-day warehouse operations.
- Improved stock logging and organisation processes, reducing stock misplacement and increasing pick speed by 15%.
- Developed box preparation improvements that increased packaging efficiency by 10%.

Coles

Geelong, Victoria

Night Fill Member

Feb 2020 - Dec 2021

- Refilled and organised stock across multiple aisles while following safety and accuracy standards.
- Helped train new team members and improve consistency across night-fill tasks.
- Improved stock distribution and cardboard recycling processes to support smoother operations.

Projects

Automation and Integration Project

Zapier and MySQL

- Created and delivered presentations on automation and integration using Zapier and MySQL databases.
- Helped design workflows and explain technical outcomes clearly to stakeholders.
- Received positive feedback for clarity and professional presentation.

Cloud Native / Distributed Systems Coursework

- Participated in developing system architecture concepts for distributed applications.
- Worked with cloud-native concepts including microservices, deployment, scaling, CI/CD, monitoring, and databases.
- Collaborated with team members to solve technical problems and meet project deliverables.

iOS NFC Emergency Information App

SwiftUI and CoreNFC

- Currently developing an iOS app using SwiftUI and CoreNFC to read and write emergency information to NFC tags.
- Designed user flows for emergency profile data, medications, reminders, and NFC tag scanning/writing.
- Focused on real-device testing, secure data handling concepts, and user-friendly mobile workflows.

VR Cycling / Unity Project

Unity and C#

- Developed VR gameplay mission concepts in Unity using C#.
- Built interactive mission logic involving collectables, timers, NPC racing, and user feedback.
- Strengthened C#, Unity scripting, UI logic, and problem-solving skills.