

Emily Drage

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Professional Summary

Adaptive professional who has 3.5 years in working in an I.T environment. Well-versed in building positive relationships with customers businesses and other stakeholders.

Experience in a digital transformative environment, learning and studying in different areas becoming a proactive and reactive member of a software team.

Seeking to transitional into more web design and visual art-based roles. Currently a student at North Metropolitan Tafe studying a Certificate IV in Information Technology (Web Development).

Education/Qualifications

- Currently completing a Certificate IV in Information Technology (Web Development) at North Metropolitan Tafe
- ISTQB foundations certified software tester
- Graduated Year 12 in 2017 from Mercy College
- Certificate II Creative Industries
- Cert II sport and recreation outdoor education
- Responsible Service of Alcohol (RSA)
- Police Integrity Check
- WA Motor Driver's License – Class C
- Working with Childrens check

Employment History

HAPPY PAINTERS

Art Technician/ Art Teacher – Volunteering

May 2023 – Current

- Holiday Art workshops for kids aged 5 – 17
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WESTERN AUSTRALIA GOVERNMENT

Business Support Officer– Applications Operations – PSGO CSA GA (L4)

February 2020 – January 2023

Provides Tier 2 business support to end-users of mobile applications using HP Service manager 9 ticketing system

Provides support in development of new applications using Azure DevOps to track and report on work of new initiatives

Provides functional testing of team's applications (Mainly User Acceptance Testing)

Prepare and execute test cases

Creates user guides and training material

Supports the team through a digital transformation learning various skill to help the team transition

Preformed roles and functions of a Scrum Master

Communicates between development staff and customers

Facilitating meeting between team and business owners, stakeholders, and customer

Attending stakeholder and other relative business meeting surrounding the entire project

A/Senior Business Support Officer (SBSO) – Applications Operations – PSGO CSA GA (L5)

February 2020 when SBSO was on a month's leave.

- Provides Tier 2 business support to end-users of mobile applications
- Manages a small development and operations team
- Provides guidance to other support staff
- Provides guidance and mentorship to other support staff
- Acts as a Product Owner providing best business value for team
- Communicates between development staff, customers and Scrum team
- Facilitates initial meetings with business owners, stakeholder, and customers
- Provide advice to business support officers on tools and processes used to solve customer requests, incidents, and problems.
- Organize the work for minimal viable products, monitoring and helping team through incremental development.
- Writes and priorities business owner and organisational requirements.
- Understands the organisational processes and guides the team in following them.
- Receives work from management and delegates proficiently.
- Attending stakeholder and other relative business meetings surrounding the entire project.
- Tests users' interfaces in lower environments before production.
- Facilitating communication with other teams.
- Creating draft agile architecture documents.

- Attending the Change Advisory Board meeting and the Scrum of Scrums when required.

A/Administration Assistant – BIS Applications Operations – PSGO CSA GA (L2)

June 2019 – September 2019

My first role within WA Police was as an Administration Assistant within Applications Operations, reporting to the A/Head of Applications.

- Prepared meeting materials set up conference rooms and took notes.
- Procurement and office maintenance.
- General Administration
 - Answering and directing phone calls
 - Organizing meeting invites and locations
 - Preparing and distributing meeting minutes
 - Electronic file management.
- Checking timesheets and attendance register in line with HR Policies.
- Invoicing and receipting.
- Corporate Credit Card and Cost Centre management in accordance with the Financial Management Act.

ADDITIONAL WORK

SUBWAY

Hospitality—Senior Sandwich Artist. February 2017 –June 2019.

Part time employee with Subway Ballajura and Subway Madeley doing on average 3 – 4 shifts per week.

HALBERD DESIGNS/PRECISE SIGNS

Junior Design Assistant. April 2018—October 2018.

Halberd is a Graphic Design firm and I worked as a casual design assistant. April 2018 – October 2018

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Responsibilities:

- Concept (Colour selections)
- Installation and removal of decals
- Preparing printing mediums

- General errands