

Gabriel Nashabe

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Key Skills

- Adobe XD
- Figma
- User Empathy
- Pattern Recognition
- Office 365
- Wireframing
- Design Thinking
- Ideation
- Optimisation
- Problem Solving
- Adobe Suite
- Communication Skills
- Photoshop
- Illustrator
- Analytical Thinking
- HTML/CSS/JS
- Agile Thinking
- Requirements Analysis
- Identifying Pain Points

Education

Bachelor of Information Technology

University of Wollongong
Graduated 2020

Higher School Certificate

Bass High School
Graduated 2013

Summary

I'm a self-motivated UI/UX and Product Designer looking to prove myself and implement my knowledge and passion for all things design related.

Career History

Help Desk Analyst at Macquarie Telecom

Jan, 2021 – Current

- Providing an efficient and effective solution to all IT related problems encountered in the workplace

Key Responsibilities

- IT Support
- Empathising with Users
- Finding Pain Points and Optimising/Overcoming Them
- Troubleshooting
- Hardware and Software Rollouts
- Hardware and Software Management
- Process/Documentation Optimisation
- Documentation Design/Branding

Bowling Technician/Mechanic at AMF Bowling

March, 2009 – June, 2020

- Building and repairing bowling machines and handling IT support

Key Responsibilities

- IT support
- Managing bowling and amusement machines

Achievements/Projects

- Research, development and deployment of internal company chatbot to assist helpdesk in solving tickets. Reducing the number of tickets per week
Key Responsibilities: Collection of data, analysis and

Links/Portfolio

<https://www.linkedin.com/in/gabriel-nashabe-b545511b8/>

<https://gabrielnashabe.wixsite.com/portfolio>

Interests

- Building Computers
- UI/UX Design
- Rebuilding Cars
- Sport
- Fitness
- Photo Compositing

formatting of the QnA knowledgebase as well as the development and deployment of the bot.

- Optimisation and automation of helpdesk processes via the use of Microsoft Flow

Key Responsibilities: Analysing processes, finding pain points, finding optimisations/resolutions

- Redesigns of critical company documents to help improve business flows and aid with eliminating user error

Key Responsibilities: Documentation analysis, design study, information hierarchy study, following company branding, creation of documents

- Rollout and management of new video conferencing systems in office meeting rooms

Key Responsibilities: Device research, user testing, installation, implementation and management

- Rollout of documentation management software via Intune

Key Responsibilities: Initial collaboration with external company IT team, requirements analysis, deployment and post deployment management

Certifications *(Shown upon request)*

- Foundations of User Experience (UX) Design (**Grow with Google**)
- Start the UX Design Process: Empathize, Define and Ideate (**Grow with Google**)
- Build Wireframes and Low-Fidelity Prototypes (**Grow with Google**)
- Conduct UX Research and Test Early Concepts (**Grow with Google**)
- Create High-Fidelity Designs and Prototypes in Figma (**Grow with Google**)
- Responsive Web Design in Adobe XD (**Grow with Google**)
- Design a User Experience for Social Good (**Grow with Google**) – In Progress

References

- **Jimmy Duong** – 0432 513 508
- Cyber Security Analyst – Macquarie Telecom
- **Juliet Grierson** – 0411 105 379
- Brand Design Manager – Macquarie Telecom