

# Madi Yessengaliyev

Melbourne, Victoria | 0414 104 108 | mdyesau@gmail.com

Administration | Operations Support | Process Improvement

## PROFESSIONAL SUMMARY

Master of Information Technology graduate with Distinction and proven administration and operational support experience, working with over 100 customers. Handles customer service enquiries, invoice processing and report preparation. Brings technology process-improvement experience, working independently and coordinating with stakeholders to resolve complex problems and using process improvement and automation.

## PROFESSIONAL EXPERIENCE

### Concierge / Receptionist

Henderson Brown, Melbourne, Australia | Aug 2026 - Present

- Handling resident and booking records using BuildingLink, supporting contractor invoice administration. Organising paperwork and documentation, directly communicating and coordinating with the Owners Corporation Management and Building Management teams to efficiently resolve problems.
- Providing friendly customer service face-to-face and over the phone. Handling customer complaints, investigating building and customer issues. Supporting colleagues across different shifts; handing over shift documentation daily to maintain shift continuity and working independently during evening shifts, acting as the sole point of contact for customers.
- Handling customer enquiries/problems, recording the complaints, independently investigating and solving issues, escalating only when necessary, maintaining accurate documentation of the entire process. Following up on outstanding matters by coordinating with Building Management and electronically recording the final outcomes.
- Handling contractor signoffs, receiving invoices and maintaining electronic records, checking supporting information to identify incomplete or incorrect documentation, following up on contractors for any issues, including managing urgent after-hours repairs with contractors. Prepared and audited completed documentation for final approval by Building Management.

### Cybersecurity Compliance Analyst

Adiona Tech, Sydney, Australia | Jun 2024 - Jul 2024

- Maintained an Excel traceability matrix covering hundreds of compliance requirements, linking documentary evidence to required actions. Managed traceability between requirements, evidence, actions and compliance status. Identified gaps in compliance and missing documentation; followed up on stakeholders for outstanding actions and evidence.
- Developed dashboards and prepared management reports showing compliance status and outstanding actions. Organised records for management, proof-read and prepared documentation for reporting for an external audit.
- Helped supporting teams identify practical solutions to compliance gaps. Developed policies and practical guidelines for improving compliance, explaining requirements to non-technical teams, making complex information easier to review. Coordinated actions across different stakeholders and worked independently on assigned responsibilities.

### Cybersecurity Compliance Intern

Adiona Tech, Sydney, Australia | Jan 2024 - Mar 2024

- Supported Windows endpoint troubleshooting, Microsoft Office 365 and Outlook setup and security hardening according to Australian Essential Eight Maturity Level 2 standards.

- Reported during daily standup meetings to the CEO, development and marketing teams. Summarised and explained technical concepts and requirements in simple terms for non-technical stakeholders.
- I coordinated follow-ups with colleagues and reported company documents for an external audit by preparing, compiling and submitting documents which contributed to the company's 18% improvement in meeting Maturity Level 2 of the Australian Essential Eight security framework controls.

## PROJECT EXPERIENCE

### Project Administrator

Independent Project - CBD Bike Rental, Melbourne, Australia | Aug 2026 - Present

- Implemented a Power Automate workflow to manage rental activation and administration. The workflow checks rental information in SharePoint and populates a Microsoft Word agreement template for an existing customer and bike, reducing repetitive data entry.
- Developed a Power Automate workflow triggered by bike return updates in SharePoint. It uses Bike ID to flag overdue inspections or outstanding maintenance, alerting if required and automatically updating availability. Maintained the SharePoint intranet site by auditing user access permissions and updating links.
- Improved reporting and management visibility by using Power BI to bring together rental, payment and bike status data. Improved consistency of user database records with Power Query for consistent data and flagged unmatched payments for investigation.
- Implemented payment and operational controls to reduce manual checking. Used transaction references to validate payments and prevent duplicates. Scheduled a Power Automate workflow to check overdue charges and send follow-up payment correspondence through Outlook.

### Project Coordinator

Monash University Project, Melbourne, Australia | Jul 2025 - Dec 2025 (supported until Jun 2026)

- Coordinated a team of five through fortnightly work cycles, agreeing priorities and tracking actions against deadlines. Reviewed progress and adjusted work around issues and feedback, helping deliver a working web application within 3 months. Turned identified problems into improvements and supported non-technical users.
- Worked with users and systematically recorded user feedback through usability sessions. Improved the web application design based on usability testing user feedback and achieved a 50% reduction in time needed for users to navigate to key statistics.
- Managed user access and supported application administration, with a release process supporting secure same-day updates. Presented the application to 6 stakeholders at Monash University EXPO 2025. The capstone project received a High Distinction.

## CAPABILITIES

- **Microsoft Office and ICT:** Excel (formulas, lookups, conditional formatting, data validation, Pivot-Tables, Power Query), Word, Outlook, Teams, SharePoint.
- **Administration and records:** invoice checking, filing, electronic records, reports.
- **Customer service and communication:** phone, face-to-face, complaints, stakeholders.
- **Systems and reporting:** Power BI, Power Automate, VBA, SQL.

## **EDUCATION & RESEARCH**

### **Master of Information Technology with Distinction**

Monash University, Melbourne, Australia | Jul 2024 - Dec 2025

- High Distinction in Industry Experience Capstone Project. Showcased final capstone project at Monash University 2025 EXPO.

### **Bachelor of Science with Honours in Management**

University of Warwick, Coventry, United Kingdom | Sep 2019 - Oct 2022

### **Master of ICT Research | In progress under academic supervision**

Melbourne Institute of Technology, Melbourne, Australia | Mar 2026 – Present

## **CERTIFICATIONS**

Microsoft Excel Professional Certificate | Coursera, May 2026

Working With Children Check

## **WORK AVAILABILITY**

Available immediately for full-time employment.

Available to work flexible hours, including evenings.

Referees available upon request.