

# Ryan Iem

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## WORK EXPERIENCE

### Executive Assistant to the Chief Executive Officer/Bartender

*Oct 2025 – Feb 2026*

#### Ishikiri International Ltd., Japan

- Worked, researched, and planned alongside the Chief Executive Officer regarding Ishikiri International's internal operations/Japan-based bar, as well as assisted with other discrete requests
- Liaised in Japanese with numerous businesses regarding marketing, internal systems, and bar-related systems
- Assisted with bar operations (opening/closing/bartending solo, serving clients in both Japanese/English, and hosting Japanese Whisky Tasting Experience sessions)
- Created and then managed various activity experience and review platforms (Get Your Guide, HotPepper, Tripadvisor, Google Business Profile, etc.)

### Retail Staff

*Mar 2025 – Oct 2025*

#### Australia at Expo 2025, Japan

- Conducted sales with customers in both English and Japanese
- Promoted Australia and her multiculturalism on the world stage
- Created and edited social media content for promotional purposes (Instagram)

### Cloud Engineer Intern

*Jan 2022 – Jun 2023*

#### National Australia Bank, Australia

##### Rotation 2 – Cloud Migration Execution (CME)

- Assisted with the Cloud migration of multiple on-premise applications into Azure to further push NAB's cloud-first strategy
- Assisted with automating the Cloud Compliance documentation process, resulting in smoother and more reliable evidence collection
- Drafted various key Cloud migration documents ranging from SOAPs (Solutions on a Page) and Cloud Capacity Plans to DR Plans
- Worked with the NAB Change Management team to ensure all migration work followed the proper processes
- Liaised with various asset teams and DBAs regarding migration information, on-premise build details and the like

##### Rotation 1 – Cloud Cost Optimisation (FinOps)

- Assisted the FinOps team in identifying potential cost-saving and rightsizing opportunities in both Azure and AWS
- Liaised with various asset teams regarding cost anomalies, cost-saving initiatives and Cloud tagging compliance
- Streamlined the Cloud P2BAU Process for past, present and future applications
- Compiled basic cost modelling/analysis reports and Cloudability dashboards to display spend insights to asset teams and service owners
- Hosted monthly bootcamp sessions showcasing Cloudability @ NAB and FinOps @ NAB
- Provided technical support and assistance to asset teams (reg. Cloudability - NAB's cloud financial management platform)

## EDUCATION

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**Bachelor of Information Technology**

*2019 – 2021*

**RMIT University**

- Web & Mobile Computing, Security & Cloud Computing and Software Systems Development mixed major with a minor in Cisco Networking

### **Certifications**

- Azure Fundamentals - AZ-900 *2022*
- Using Terraform to Manage Applications and Infrastructure *2022*

## SKILLS

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- **Programming Languages:** Python, Java, JavaScript, C++, SQL, HTML, CSS, PHP, Ruby
- **Software:** MS Office, VS Code, VirtualBox, PuTTY, Splunk, Terraform, Weka
- **Operating Systems:** Windows 7/10/11, Linux (Ubuntu), macOS
- **Platforms:** GitHub, Azure, Amazon AWS, Google Cloud, Cloudability, ServiceNow
- **Languages:** English (Native), Japanese (Conversational/Business)