

Curriculum Vitae of Adi Khanna

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Date of Birth 12 March , 2002
Age 22

PERSONAL PROFILE

I am a self-motivated young professional who is highly computer literate with a focus on business systems and technological developments. I am a global thinker who thrives on the challenges and have developed outstanding communication and team building skills. I have proven abilities in promotions, planning and managing resources, am organized and self-disciplined, and as such I am capable for successfully handling high volumes of work in a fast paced work environment.

Academic Credentials

- **Google IT support Certificate**
- **Diploma in IT Networking from TAFE**
- **Certificate II in Telecommunication Technology Networking from TAFE**
- **Certificate III in Hospitality**
- **Currently pursuing Bachelor of Information Technology**
- **Graduated from Runcorn State High**

CAREER HIGHLIGHTS

Since Feb'22 with Griffith University – IT Support Analyst + IT Solutions Analyst - Current

- Assisting internal clients/users with frontline IT help desk support
- Providing expert technical advice to clients/users by phone, chat, web and email
- Resolving IT problems or escalation of problems to appropriate areas
- Diagnosing computing, access and service problems
- High-level windows and Mac computing support services
- Analysis of computing and network faults and arranging their correction with the appropriate area
- Performing installs, configures and troubleshoots relating to computing and other technologies
- Management of job tracking, operational databases and maintenance of equipment with vendors
- Provide advice and demonstrations to users on how to use products in the M365 suite
- SharePoint Online administration activities such as site creation, basic configuration, updating settings, and archiving sites
- Identifying and troubleshooting of issues with M365 products
- Triaging more complex issues to other team members or DS teams as required

Aug'21-Dec'22 with Services Australia (Australian Government) – APS3 Officer/IT Help Desk

- Providing expert technical advice to clients/users by phone, chat, web and email for Mygov website and Medicare app.
- Assisting internal clients/users with frontline IT help desk support
- Encourage the use of self-managed services
- Resolving IT problems or escalation of problems to appropriate areas
- Collaborate with others when providing services
- Assess customer and stakeholder needs, entitlements and obligations
- Handle a variety of matters about: eligibility, participation, access to payments and services.
- Work collaboratively to manage customer claims, respond to customer enquiries and ask for help when required, work within defined policy, legislation and guidelines, undertake computer based tasks with a high level of accuracy and work output and/or work within an environment that rosters your start and finish times

Oct'20-Aug'21 with Crafted Property Browns Plains

- Managing & Supporting around 25 PC's as an In-House IT Technician
- Manage Sales Contracts
- Manage and assist agents at Open Homes
- Manage our structured processes from List to Settle
- Liaise with Vendors, Buyers and Solicitors
- Database Management – creating mini marketing campaigns
- Provide weekly analysis to agents - current listings
- Analysing core area property activity
- Supporting when required with Inspections and other Real Estate task

Mar'17 to Oct'20 with Dominos Pizza Browns Plains – Shift Runner (Assistant Manager)

OTHER ACHIEVEMENTS AND SKILLS

- Microsoft office suit
- Installation and Configuration of Router and switches
- Microsoft server 2012-2016 Installation and Management.
- Ranked under Top-50 fastest pizza maker in QLD
- Food preparation and safety standards
- Credit card processing
- Presentation skill
- Order monitoring
- Customer service
- Hospitality expertise

REFERENCES

Philip Resnikoff : Owner and Principal at Crafted Property - 0433 324 089
Juju Lwin – Team Leader at Services Australia - 0448468771
Ben Boyd – Supervisor(Griffith University) - 0737355555

