# BILTU ADHIKARI

Biltu Adhikari | 0452552478 | PHILLIP, ACT 2606

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## SUMMARY

As a dedicated software engineering graduate with a rich tapestry of experiences spanning customer service, Administration, and IT roles, I am poised to pivot my career towards these dynamic and intersecting domains. With a foundation laid during my tenure as an IT Helpdesk Support intern at Brighton College, I developed a robust understanding of technical support processes, administration and troubleshooting methodologies. Transitioning into freelance work at DOCSUMO, I further honed my skills across diverse projects and clientele, demonstrating adaptability and a keen eye for client satisfaction. However, it was my time at BIG W that crystallized my passion for customer service and leadership. In this role, I became adept at serving as the primary liaison for customer inquiries, fostering a customer-centric approach that underpins my professional ethos. Now, as I embark on this exciting opportunity to merge my technical expertise with my enthusiasm for customer service and administration, I bring with me a wealth of experience in effective communication, problem- solving, and teamwork. I am eager to leverage these skills to contribute meaningfully to dynamic teams and drive excellence in customer experience while continuing my journey of learning and growth in the realm of IT and System Administration.

## KEY STRENGTH

- Bringing a diverse skill set honed through experience in the hospitality industry, I possess effective communication skills developed through daily interactions with customers and clients.
- My exceptional typing skills enable rapid data entry for various projects, including spreadsheets, PowerPoint presentations.
- My ability to multitask and prioritize tasks accordingly through my excellent organizational skills, making strict schedules and checklists to ensure deadlines are met, increasing efficiency and productivity levels.
- My ability to work seamlessly within a team has not only contributed to achieving organizational objectives but has also facilitated the development of

leadership skills.

- ◈ With a background in extensive customer service, I've cultivated strong interpersonal skills that enhance collaboration and contribute to a positive work environment.
- ◈ In addition to my practical skills, I am proficient in written communication and possess strong administrative capabilities.
- ◈ Being multilingual in English, Nepali, and Hindi, I bring a global perspective to any professional setting.

# TECHNICAL SKILLS

- ◈ **Languages:** Proficient in JavaScript, HTML and CSS
- ◈ **Tools and Libraries:** React
- ◈ **Version Control:** Git
- ◈ **Microsoft Windows:** Microsoft Intune, Microsoft SharePoint, Microsoft Power Automate, Microsoft Word, Microsoft Excel, PowerPoint.

# EXPERIENCE

## Fill Team Leader | BIG W Woolworths Group, Phillip || Current

- ◈ Supervise fill team members for daily tasks across various departments.
- ◈ Safely close the store at day's end by activating security alarms and securely depositing daily earnings into the safe vault.
- ◈ Filling, merchandising and ticketing stock across all departments, making it simple for customers to shop.
- ◈ Fill and inventory routines in various specialist departments (breaking and splitting load accountability of the Availability Team)
- ◈ Ensure all stock is received and replenished in a timely manner.
- ◈ Assist customers in the checkouts.
- ◈ Regular use of store equipment including pallet jacks, Electric walkie stacker, PPE for store dock deliveries

## Freelancer | DOCSUMO | Apr 2022 to Feb 2023

◈ Writing JavaScript code to add interactivity and dynamic behavior to the web pages.

◈ Working closely with designers, back-end developers, and other team members to implement and integrate web designs

## ICT Internship Program | Brighton College || Dec 2021 to Mar 2022

◈ Installation and configuration of various computer software and other ICT related technologies via MDM.

◈ Setting up Microsoft Teams collaboration platform.

◈ Operation of Microsoft Intune admin Center and manage users and devices owned by Brighton College.

◈ Providing remote help desk support to staff and team members.

◈ Working on different editable files and documents using SharePoint sites.

◈ Active participation in weekly IT stand-ups'

## Customer Service | The Butcher Shop, ACT | Apr 2021 to Dec 2021

◈ Received deliveries of meat products from suppliers and stored them in a safe manner until they were processed or shipped out to customers.

◈ Wrapped items and bagged customer purchases properly to prevent merchandise breakage.

◈ Prepared meat orders for shipping, packaged them in boxes or bags, and labeled them with information such as the type of meat, cut, weight, price per unit, date of purchase, and expiration date if applicable.

◈ Operated the cash register, collected payments and provided accurate change.

◈ Trained new team members in cash register operation, stock procedures and customer services.

### Assistant System Administrator || IBSS Nepal Pty.ltd || May 2016 – Jan 2018

◈ Performed preventative maintenance and upgraded systems to improve network, system and data availability and integrity.

◈ Maintaining overall Network and Computer systems including installing OS and required applications, installing network switches, wireless Firewall, VLAN configurations, Sub- netting design and implementation.

◈ Implement policies, procedures, and best practices to safeguard and protect data, reports, and access.

# EDUCATION AND TRAINING

**Diploma of Leadership and Management (BSB50420)
07/02/2022 to 05/02/2023**

Mid-City Education Pty.ltd

Suite 4, Level 3, 15 Moore St, ACT 2601

**ACS Professional Year Program (Information Technology)
16/04/2021 to 26/04/2022**

Queensland International Business Academy

Level 1/15 Moore St, Canberra ACT 2601

**Master of Technology (Software Engineering) 19/03/2018 to
09/01/2020**

Melbourne Institute of Technology

288 La Trobe St, Melbourne VIC 3000

**Bachelor of Science (Information and Technology) 2011 to
2015**

Kathford Engineering College

Ring Road, Lalitpur 44600 Nepal

# CERTIFICATIONS

Certification Name: **JavaScript Algorithms and Data Structure**

Issued By: **freeCodeCamp.org.**

Developer Certification on 22 September, 2023, representing approximately 300 hours of work.

**https://www.freecodecamp.org/certification/Biltu99/javascript-algorithms-and-data-structures**

Certification Name**: Google IT Support Professional Certificate**

Issued By**: Google**

Certification completed on 3 April, 2024, taking approximately 6 months, with an average of 15 hours a week dedicated.

**www.coursera.org/account/accomplishments/professional-cert/V8YNHNS9JL5P**

Certification Name: **Build Solution with Power Apps, Power Automate & SharePoint**

Issued By**: Udemy**

Certification completed on 8 May, 2024, with an average of 22 hours a week dedicated.

**www.udemy.com/certificate/UC-86f376c5-eac5-4a58-bffe-c0869c6b5d44/**

# PROFESSIONAL AFFILIATIONS

**Australian Computer Society**
**Member ID: 4291911**

# REFERENCES

References will be provided on request.