**AJ KC**

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**PROFESSIONAL SUMMARY**

Hardworking and enthusiastic IT Support professional, with hands-on experience in technical support, troubleshooting, and customer service. Skilled in diagnosing and resolving issues with Windows systems, Office 365, and network connectivity. Passionate about technology and committed to continuous learning and growth in the IT field. A strong communicator with the ability to quickly grasp new technologies and solve technical problems efficiently. Always ready to embrace new challenges and motivated to advance as an IT professional.

**WORK EXPERIENCE**

**IT Helpdesk Support (Contract)** **Feb 2024 – Oct 2024**

**Wyscom, Canberra**

* Provided technical as well as customer support to team members and external clients via phone, email, and remote connection, as well as ticketing system.
* Following up on pending and delayed technical issues, prioritize, update status and escalating those issues to level 2 or above if there is difficulty to manage by Helpdesk.
* Troubleshooting Windows 10 issues including admin password recovery, system recovery, software issue, applications, licensing, BSOD, windows backup and restore, recovery, update, and upgrade.
* Addressing network connectivity issues such as physical connectivity issues, slow network connection, identifying wireless devices.
* Onboarding, offboarding of staff, enabling and disabling account, creating groups in Active Directory of Windows Server 2019.
* Employing Group Policy in Windows Server 2019 such as enforcing strong password requirements, restricting applications, limiting access to control panel and desktop wallpapers.
* Managing files and folders for internal and external users and helping to add and grant permission to shared personal drives, network drives and NAS box.
* Efficiently managing and troubleshooting Office 365 admin suite such as creating new user accounts and groups, managing shared mailboxes, performing password resets, handling license assignments, and configuring automated reply to settings for messages.
* Implementing and managing Multi-Factor Authentication and self-service password reset in Azure Active Directory, Microsoft 365 for enhancing security and enabling seamless user authentication and password management.

**Customer Service Representative Oct 2021 – Jan 2024**

**Orto Trading Co, Surry Hills**

* Handled customer inquiries and suggestions courteously and professionally.
* Actively listened to customers, handled concerns quickly, and escalated major issues to the supervisor.
* Answered a constant flow of customer calls with minimal wait times.
* Answered customer telephone calls promptly to avoid on-hold wait times.
* Delivered prompt service to prioritize customer needs.
* Participated in team meetings and training sessions to stay informed about product updates and changes.
* Demonstrated strong problem-solving skills by making discretionary decisions on product/service resolutions, refunds, replacements, or price adjustments.

**INDUSTRY CERTIFICATIONS**

**Google IT Support Certificate**

Issued by Coursera in Aug 2022

**Microsoft 365 Certified: Fundamentals**

Issued by Microsoft on May 2024

**Azure Active Directory**

Issued by LinkedIn on May 2024

**TECHNICAL SKILLS**

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| --- | --- |
| **Operating Systems:** | Linux, Windows OS, Mac OS, windows 10/11 troubleshoot |
| **Applications:** | Microsoft/Office 365, SharePoint/OneDrive, Active Directory/Azure Ad, Microsoft Azure, |
| **Networking:** | VLANs, TCP/IP, DNS, DHCP, VPN, ports, routing and switching,  LANs, WANs, |
| **Remote Support:** | Connect Wise Control, TeamViewer, Any Desk, Remote Desktop Connection (RDP) |
| **Virtualisation:** | VMWare, Hyper-V, VirtualBox |
| **Server:** | Ubuntu Server, Windows Server, DNS server, DHCP Server |

**PERSONAL ATTRIBUTES**

* Always eager to learn and teamwork.
* Ability to prioritize and can work under pressure.
* Ability to multitask.
* Ability to work independently or with a team in a fast-paced deadline-oriented workload.
* Self-motivated worker with demonstrated initiatives and dedication to achieving organizational growth.
* Strong verbal and written communication skills.
* Always ready to help people.
* Australian Driver’s License

**EDUCATION**

**Bachelor of Information Technology Jul 2020 – Nov 2021**

**Kent Institute, Sydney**

*Achieved High Distinction*

**Diploma & Advanced Diploma of IT Jun 2018 – May 2020**

**Australian Institute of Business and IT, Sydney**

*Achieved High Distinction*

**REFERENCES**

Available upon request