**Susan KHANAL**

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**PROFESSIONAL SUMMARY**

Hardworking and reliable IT technician, trained in windows troubleshooting, virtualization, Microsoft office offering top-notch skills to meet customer satisfaction in every possible way. A good communicator and ability to learn new technologies, critical thinker and solve technical problems efficiently. I am always ready to accept new challenges and motivated to continue to learn and grow as an IT professional.

**WORK EXPERIENCE**

**Technical Support Officer**  **Nov 2023 – Present**

WYSCOM (MSP), Canberra, ACT

* Providing Level 1, Level 2, and Level 3, Phone, Email, and Face to Face support, across software, hardware and networking for desktops, laptops, printers and servers.
* Maintaining network and desktop hardware, laptops, printers and mobile devices
* Liasing with third party software and hardware providers
* Under limited direction, accurately prioritising incidents and jobs
* Accurately documenting and recording IT incidents using ticketing system
* Communicating status of IT incidents with clients
* Communicating technical/administrative information across the wider Technical Support Team
* Under direction, assisting with projects within the Technical Support Team
* Performing software/drivers update and patches
* Continually improving, updating and maintaining content within the WYSCOM Support Knowledge Base.
* Assisting team members with the enrollment process for their devices, deploying applications as well as troubleshooting device configuration in Connect Wise Control.

**IT Technician (Internship/Contract)** **Oct 2022 – July 2023**

Agate IT (MSP), Parramatta NSW

* Completed with creation, configuration, and seamless transition of the client's infrastructure and business operations to the cloud environment of **Microsoft Azure File Share** with proper documentation.
* Hot Swapping faulty module of HP Switch and successfully installing & configuring ports/Vlans.
* On-site work: Managed servers, set up servers, replaced network adapters with SPF+ modules for 10Gbps transmission rate, performed hard drive replacements.
* Changed NIC cards on servers to increase the fast data transfer and updating firmwares and software updates of iDrac and ILO.
* Configured switches and routers through Web GUI and terminal, following documentation. Installed them in server racks, connected and initialized equipment.
* Created new instance of Unif Cloud Controller in an Ubuntu server and adding/setting up new Access Points in the controller.
* Worked with various router and switch peripherals such as Juniper SSG140, SSG550, TPLink, HP, HPE, Dell.
* Completed project of connecting two distinct LANs using OPNSense and ZeroTier software.
* Installing VMWare ESXI 6.0, 6.5 and 6.7 on the servers and creating Virtual Machine instances.
* Managing license in VMWare and VCenter Server cluster with 3 server hosts.
* Running automation scripts in Azure for faster syncing to the backup file server deployed in Vultr cloud.

**Customer Service Representative Aug 2023 – Nov 2023**

**Scentre Group, Westfield Sydney, Town Hall, NSW**

* Provided top-notch customer service by welcoming and assisting visitors at Westfield Sydney, ensuring a positive and memorable experience.
* Demonstrated expertise in efficiently managing valet parking services, including parking and retrieving vehicles, minimizing wait times, and ensuring vehicle safety.
* Utilized strong communication skills to greet and assist customers, answer inquiries about stores, promotions, and services, and provide clear directions within the shopping center.
* Worked collaboratively with a diverse team of concierge and valet parking professionals, ensuring smooth operations and excellent service delivery.
* Easily adapted to changing priorities and high-pressure situations, ensuring a consistently positive and efficient customer service experience.

**Customer Service Representative Feb 2020 – Jan 2023**

**Cronulla Fruitland, Cronulla**

* 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 on Oct, 2022

**Microsoft 365 Certified: Fundamentals**

Issued by Microsoft on Jun, 2023

**Azure Active Directory: Basics**

Issued by LinkedIn on Nov, 2022

**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/AzureAD, Microsoft Azure, Zerotier, Unifi Controller, RDS, VCenter, VSphere |
| **Networking:** | VLANs, TCP/IP, DNS, DHCP, VPN, Firewall, ports, routing and switching, LANs, WANs |
| **Remote Support:** | Connect Wise Control, TeamViewer, AnyDesk, Remote Desktop Connection (RDP) |
| **Virtualisation:** | VMWare, ESXI, Hyper-V, VirtualBox, Proxmox |
| **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 Unrestricted Drivers License

**EDUCATION**

**Bachelor of Information Technology Mar 2021 – Oct 2022**

**King’s Own Institute, Sydney**

*Awarded Academic Excellence Certificate*

*Achieeved GPA: 4.5/5*

**Bachelor of Networking. Mar 2020 – Continued**

**Melbourne Institute of Technology, Sydney**

*Networking Major*

*Achieved Distinction and High Distinction*

**REFERENCES**

Available upon request