Manish Regmi

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# INTRODUCTION

A self-taught IT professional working on mobility sector as a service desk administrator. Extremely passionate about the enterprise mobility management, and technologies surrounding it. My aim is to be able to build an open source version of a complete enterprise management solution. Currently looking for an opportunity to get better exposure to the system to one day be able to make my dream come true.

# EMPLOYMENT HISTORY

## Telstra BTSM

**Technical Service and Support Analyst – May 2018 – Present**

**Key responsibilities**

* Level 1/ 2 troubleshooting for smart phones and tablet issue
* Basic MDM administration , including but not limited to :
  + Managing user accounts
  + Manage enrolment and handle basic issues that may arise
  + Co-ordinate with external IT stakeholders when required
  + Adhere to corporate procedures ( normally codified on Customer Service Engagement Manual) to handle queries related to fleet
* Minor reporting duties which includes but not limited to :
  + Pulling MDM abstracts using REST API
  + Assist MDM billing team with ad-hoc queries whenever required.

## Datacom

**Accounts team for Service NSW July 2017 – May 2018**

**Key responsibilities**

* Level 2 troubleshooting for Service NSW accounts
* Co-ordinate other government departments as a when necessary [ specially when vouchers from other departments are not flowing through to accounts as expected ]
* Adhering to defined KPIs and SLAs
* Handle relevant email / accounts issues and co-ordinate with external entities if and when required.
* Manage and report statistics on a fortnightly basis
* Escalate to backend team and follow up on escalation as required.

# RELEVANT QUALIFICATIONS AND CERTIFICATES

* MobileIron Core Intermediate v9.5
* MobileIron Core Fundamentals v9.5
* MobileIron Cloud Fundamentals R48
* MobileIron Cloud Intermediate R51
* MobileIron Support Specialist Intermediate v9.7
* AirWatch Fundamentals
* VMWare Sales Professional (VSP)
* VMWare Technical Sales Professional (VSTP)
* Workforce Mobility Foundation [ 2016 ]
* VSP – VMware Sales Professional
* VTSP – VMware Technical Sales Professional
* VSP – Mobility
* VTSP – Mobility

# EDUCATION & QUALIFICATIONS

* Bachelors of Accounting – Curtin University – Perth
* Master of Account – University of Western Australia – Perth

# REFEREES

**[To be provided upon request]**