

# Bisesh Lamichhane

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LinkedIn: [LinkedIn profile](#)

Portfolio: [www.bishesl.com.np](http://www.bishesl.com.np)

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## Objective

Detail-oriented and tech-savvy IT Support Specialist with a strong foundation in IT and customer service. Seeking to leverage my skills and experience to provide top-notch technical support and solutions in a dynamic IT environment.

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## Education

**Bachelor of Information Technology** (Expected Graduation: Nov 2025)

Victoria University, Footscray Park, VIC

**Year 12 in Science** (Graduated: 2021)

Aksharica Secondary School, Kathmandu, Nepal

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## Certifications

- [Technical Support Fundamentals](#)
  - [Role of IT Support Staff in Healthcare](#)
  - Additional certifications listed on [LinkedIn profile](#)
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## Technical Skills

- Hardware and software troubleshooting
  - Network configuration and support (LAN, WAN)
  - Operating system installation and maintenance (Windows, macOS, Linux)
  - Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
  - Knowledge of ITIL practices
  - Experience with remote support tools (TeamViewer, AnyDesk)
  - Database management and data organization
  - Website design and management (WIX, Shopify, WordPress)
  - Familiarity with SEO and email hosting/maintenance
  - Excellent communication and customer service skills
  - Typing speed: 61 words per minute.
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## **Professional Experience**

### **IT Support - Volunteer**

DBSV (Didi Bahini Samaj Victoria), VIC

January 2024 – Ongoing

- Update laptops to ensure optimal performance
- Provide brief training on IT to executive members and resolve issues online during meetings
- Arrange face-to-face sessions to address and resolve all device issues
- Set up two-factor authentication and resolve password issues multiple times
- Repair the oldest laptop to ensure functionality
- Set up the printer at the DBSV office
- Provide consultations on device purchases, software, and accessing non-profit benefits
- Provide IT support for events and programs upon request
- Update the website as per requests

### **Website Designer & Online SEO**

HDR 888 Services / WFWM, Reservoir, VIC

August 2023 – February 2024

- Designed and maintained websites with SEO optimization
- Developed graphics including logos and flyers
- Managed email hosting and maintenance, including signature setup
- Provided technical support for website issues and email setup
- Collaborated with team members to ensure timely task completion

### **Cleaner**

Menzies Group, VIC

January 2023 – August 2023

- Maintained cleanliness and hygiene standards in various areas
- Used appropriate cleaning equipment and chemicals for efficiency
- Adhered to safety and security policies and procedures
- Worked with team members to complete tasks within designated time frames

### **Data Management Intern**

SDR Trade International, Mahaboudha-24, Kathmandu, Nepal

July 2022 – October 2022

- Entered and organized data related to sales, expenses, inventory, and customer orders
- Reviewed and corrected data for accuracy and completeness
- Generated reports and analyzed data to support business decisions
- Ensured the security and confidentiality of all data

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## **Projects**

- **Financial Records Management:** Assisted in data entry and organization of financial records for a small accounting firm, facilitating easy access and management.
  - **Website and Content Design:** Designed websites and content for CardioRef and Ausfit Equipments with functional plugins.
  - **Social Media Content Creation:** Developed content and logos for various social media businesses.
  - **Home Network Setup & Troubleshooting:** Designed and configured a home network infrastructure to ensure seamless connectivity and data transfer among multiple devices.
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## References

Roshani Shrestha  
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