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| **Bivek Baral**  0424020129 | [baralbibek1234@gmail.com](mailto:baralbibek1234@gmail.com) | | | |
| **HELP DESK TECHNICIAN**  Technical Support | Customer Support | Software Troubleshooting  Results-oriented and adaptable **IT operations professional** with experience in customer service, technical support, PC maintenance, and system administration. Possess adeptness in implementing technology-based solutions for business problems, along with standards, procedures, and processes that improve business functionality. **Areas of expertise include:** | | | |
| * Help Desk Ticketing Systems * Problem Diagnosis * Technical Troubleshooting | | * Phone & Online Support * Office 365 Support * Emotional Intelligence | * Customer Service * Complaint Handling * Software Installs |
| **Technology Proficiencies** | | | |
| **Ticketing:** | Freshdesk, Jira Service Desk, ServiceNow | | |
| **Software:** | Active Directory, Office 365, Outlook, Cisco AnyConnect, Duo, Slack, Zoom | | |
| **Browsers:** | Google Chrome, Microsoft Edge, Mozilla Firefox | | |
| **Networking:** | LAN, Mesh Wi-Fi Network Systems, DHCP, VPN, DNS | | |
| **Platforms:** | Windows 10 Enterprise, macOS, Android, iOS, Chrome OS | | |
| **System Administration Experience** | | | |
| ***Windows Server 2016*** | **Hands-On Virtual Labs**   * Installed and setup VirtualBox, pfSense, Windows Server 2016, linked clones, and RDP. * Added Windows 10 client machines to Windows Server 2016 domain. * Created and modified Active Directory template user accounts to hold various properties. * Configured Window Server 2016 domain settings, server name, TCP/IP settings, and remote desktop. * Created and linked Group Policy Objects (GPO) in Active Directory. * Setup Azure AD Connect for hybrid Azure AD join and seamless SSO using password hash sync. | | | |
| **Work Experience** | | | |
| Quantum Service and Logistic, Sydney NSW 7/2020 – 3/2022  **Customer Service Associate**  **Key Contributions:**   * Format Lenovo laptops using USB drives and Install new Windows operating systems. * Test and ensure functionality of hardware components and perform quality checks | | | |
| Little L, Manly, NSW 4/2022 – 7/2023  **Supervisor**  “Controlled store inventory, managed cash handling and operations reports, implemented daily operating procedures including paperwork and computer entry, and allocated tasks during high-traffic times." | | | |
| **Education & Credentials** | | | |
| CompTIA A+  Microsoft 365 Certified: Fundamentals  MTA: Windows Server Administration Fundamentals  MTA: Windows Operating System Fundamentals  **Bachelor of Information Technology**  Federation University, Sydney, NSW | | | |