

## SIJAN PRADHAN

Homebush West, Sydney, NSW, 2140

<https://codingwithsijan.github.io/my-portfolio/>

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## Professional Summary

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Experienced IT Support Technician with over 2 years of hands-on experience providing technical support for third-party projects across various departments, including the Department of Education (DOE), Department of Communities and Justice (DCJ), and Family and Community Services (FACs). Skilled in troubleshooting, resolving complex technical issues, and maintaining IT system integrity. Proficient in a broad range of hardware and software technologies, including device deployments, operating systems, networking, Active Directory, Office 365, and cloud-based applications.

## Skills

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- **Programming Languages:** JavaScript, Java, PHP, React JS, C++, HTML, CSS, Python.
- **Certifications:** Front end Developer by w3schools, Google Technical Support.
- **Database Management:** SQL, MongoDB, PostgreSQL.
- **Version Control:** GitHub, Git Version Control.
- **Ticketing System:** Service Now, Remedy.
- **Development tools:** Visual Studio Code.
- **DevOps:** Docker

## Work History

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### IT Support Engineer

IMI Solutions, Rockdale, Sydney

04/03/2022 – Current

- Provided on-site and remote IT support for DCJ and FACs, troubleshooting issues with Outlook, printers, drivers, and applications. Delivered on-site and remote support for desktops, laptops, software applications and network related issues.
- Participated in team meetings and training sessions to expand technical knowledge and skills.
- Provided support with Microsoft Azure by uploading local server to the cloud, resolved the issues of users, setting up MFA, setting password reset options, gave access to different subscriptions to users.
- Acted as Lead Technician for eT4L server replacement projects, handling the installation and configuration of servers and UPS units, and liaising with engineers and ICT managers.

### Developer Programmer

Irak Solutions

22/08/2022 – 27/09/2023

- Analyzing, conducting research, and consulting to determine the programming needs of a system.
- Thoroughly testing, debugging, and diagnosing, and rectifying errors and faults within applications. Adhering to established testing protocols, guidelines, and quality standards to ensure that programs and applications perform as per specifications from clients.
- Creating and maintaining program code that aligns with system requirements, system designs, and technical specifications.
- Designing the front-end part of the application using JavaScript, React JS.

## Education

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Master of Information Technology  
*Kings Own Institute (KOI), Sydney, NSW*

2025

Bachelor of Information Technology  
*Central Queensland University, Sydney, NSW*

2018

## Certifications

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- **Google Technical Support** (<https://coursera.org/verify/65UFNPVQ3HWD>)
  - **Certified Front-End Developer** (<https://verify.w3schools.com/1MY0CWE07C>)
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