

Vivaswaan Ghanshyambhai Sanghani

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SUMMARY

I am a proactive and an aspiring IT professional with a bachelor's degree in Information Technology from University of Technology Sydney. I am an experienced Web Developer and an IT Support Analyst. I have great teamwork skills developed through my university education and work experiences. Also, working under pressure and time-management skills enhanced during my time at NSW Department of Education; being adaptable is shown through my previous work experience. My degree courses and certificates demonstrate the ability to plan and execute.

SKILLS

- Strong communication including verbal and written
- Team collaboration
- Customer service
- Creative
- Adaptive personality
- Analytical
- Critical thinker
- Time management
- Punctual
- Highly dependable
- WordPress
- Advanced skills in MS Office 365 including Visual Studio Code, Excel
- Desktop support
- Microsoft Windows Server
- VPC using AWS
- BMC Remedy
- Citrix Workspace, SAP
- Advanced MacOS, iOS, iPadOS skills
- Active Directory, Azure AD
- SQL, CSS
- Good knowledge of HTML, JAVA, Python, Linux, JS

EXPERIENCE

IT Support Analyst, NSW Department of Education

January 2022 – Ongoing | Bathurst, NSW

- Updated knowledge database by understanding emerging problems with various department software and systems.
- Managed multiple devices, user accounts, access levels within the organisation.
- Resolved issues by researching documentation, troubleshooting hardware, software, guiding clients through corrective steps.
- Assisted with software, system, and hardware installations.

Junior System Administrator, Western NSW Local Health District

October 2021 – December 2021 | Orange, NSW

- Worked with multiple teams to assist with an end-user upgrade for 100+ PCs to Microsoft Windows 10.
- Maintained staff accounts and devices.
- Responsible for training current and new employees with Microsoft Windows 10.

Customer Service Representative, King of the Pack

November 2018 – February 2021 | Toongabbie, NSW

- Educated customers on exceptional pricing opportunities and company offerings.
- Documented conversations with customers to track requests, problems, and solutions.
- Fielded customer complaints and queries, fast-tracking them for problem resolution.
- Confirmed delivery of orders and troubleshoot missed delivery dates, shortages, and overages.
- Remained constantly aware of customer activity to ensure a safe and secure shopping environment.
- Trained new employees on procedures and policies to maximize team performance.
- Exceeded company productivity standards consistently

Office Clerk Assistant, Honey Star HK LTD

January 2018 – September 2018 | Hong Kong

- Kept office records organized and supplies well-stocked for optimal team performance.
- Updated employee paperwork and records.
- Documented and routed business correspondence to manage office paperwork.
- Supported office clerical functions using word processing and other software, email, and office machines.
- Updated details in the company database by keying in customer contacts and delivery dates.
- Coordinated office activities and operations to secure efficiency and compliance with company policies.

EDUCATION AND TRAINING

Diploma of Information Technology

Information Technology, UTS Insearch (UTS College), Sydney NSW

June 2019

- Completed coursework in Applications Programming, Database Fundamentals, and Business Requirements Modelling

Bachelor of Science

Information Technology, University of Technology Sydney, Sydney NSW

February 2022

- Major in Networking and Cybersecurity
- Sub-Major in Business Information Systems Management
- Completed coursework in Network Management, Cybersecurity, Network Servers, and Data Analytics

CERTIFICATIONS

CCNA Routing and Switching - INSEARCH-IT UTS

WordPress - Build fully functional website - Coursera

Virtual Private Cloud (VPC) using AWS - Coursera

Azure AD Identity and Access Management - Udemy