

SHREYANS KARKI

IT Support

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Portfolio: fangerl.github.io/shreyanskarki.github.io • GitHub: github.com/FangerL •

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EXPERIENCE

Dimmeys

Customer Service & Sales Assistant

July 2024 – Present

- Help customers solve issues quickly while staying calm in high-pressure situations.
- Perform basic troubleshooting on store POS devices and equipment when problems occur.
- Support daily operations, communication, and workflow between team members.
- Built strong problem-solving, communication, and conflict-resolution skills that directly translate to IT Support.

EDUCATION

Victoria University

Bachelor of Information Technology

Melbourne, Australia

Graduation: November 2025

PROJECTS

IT Support Home Lab (In Progress)

[GitHub: github.com/FangerL/home-lab](https://github.com/FangerL/home-lab)

- Building a VirtualBox home lab to practice real IT Support fundamentals.
- Windows 10 + Ubuntu setup, user management, permissions, Event Viewer, Device Manager.

- Running troubleshooting scenarios: system slow, no internet, login issues, CLI basics, DNS/Gateway tests.
- Documenting each issue in a ticket-style workflow to simulate helpdesk environments.

The Supporting Hand Disability Services – Website

[Live site: thesupportinghanddisabilityservices.com.au](http://thesupportinghanddisabilityservices.com.au)

- Built a clean, responsive website for a disability services business using HTML, CSS, and JavaScript.
- Focused on accessibility, user-friendly layout, and smooth mobile performance.

Portfolio Website

[Live site: shreeyanskarki.github.io](http://shreeyanskarki.github.io)

- Designed and developed my personal portfolio using HTML, CSS, and GitHub Pages.
- Showcases projects, learning progress, and ongoing IT development.

SKILLS

Technical Skills

- Windows 10 fundamentals
- Linux basics (Ubuntu)
- VirtualBox
- Troubleshooting workflows
- User & permission management
- Basic networking (IP, DNS, gateway, ping)
- Event Viewer & Device Manager
- Task Manager performance analysis
- Microsoft 365 basics
- Python fundamentals
- HTML, CSS

Professional Skills

- Communication
- Customer support
- Problem solving
- Team collaboration
- Leadership
- Conflict resolution
- Time management

OTHER

- Actively building IT Support skills through home lab practice and real troubleshooting scenarios.
- Open to: IT Support, Helpdesk, Desktop Support, and Junior Technician roles.