

SHREEYANS KARKI

IT Support

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Portfolio: fangerl.github.io/shreeyanskarki.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.
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EDUCATION

Victoria University

Bachelor of Information Technology

Melbourne, Australia

Graduated : November 2025

PROJECTS

IT Support Home Lab (In Progress)

GitHub: 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

- 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

- 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.