

Prakash Bhatta

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CAREER OBJECTIVE

Results-driven IT Support Engineer with 1+ years of hands-on experience in providing Level 1/2 IT support, troubleshooting hardware/software issues, and ensuring seamless IT operations. Proficient in Microsoft 365 administration, network troubleshooting, cloud technologies (Azure, Intune), and ITIL service management. Known for providing user-friendly, efficient support both remotely and on-site, with a passion for continuous learning and IT service excellence.

PROJECTS

- **Windows 10 Intune Compliance Policy Lab** – Entra ID Enrollment & Security Enforcement via VirtualBox.
- **End-to-End ITSM** - ServiceNow Incident Lifecycle Project Aligned with ITIL Framework
- **RePhrase** – AI Summarization Tool: Developed a text summarization tool using GPT-3.5 API, Python, PHP, and SQL for efficient content processing.
- **LAN Design & Implementation** - Designed and configured a LAN with VLANs, subnetting, Layer 3 switching, NAT, and redundancy for high availability.
- **Virtualized Marketing Server Deployment** - Deployed and automated two Hyper-V servers in an Azure environment, configuring networking, IP assignments, firewall rules, and verifying deployment using PowerShell and Ping tests.

PROFESSIONAL EXPERIENCE

Help Desk Analyst **BP Connect, Sydney, NSW**

Mar 2024 - Present

- Acted as the first point of contact for end-users, delivering prompt and professional Level 1/2 IT support by triaging and resolving high volume technical issues through phone, email, and ServiceNow ticketing system ensuring all requests were accurately recorded and closed within SLA timeframes.
- Performed remote troubleshooting and issue resolution for desktops, laptops, and mobile devices using TeamViewer and RDP, supporting both in-office and remote users.
- Administered Office 365 and Microsoft 365 Admin Center, handling user creation, password resets, license assignment, MFA configuration, and mailbox issues.
- Managed Active Directory and Azure AD (EntraID) for user provisioning, group membership updates, and access control across systems and applications.
- Deployed, configured, and maintained IT equipment such as desktops, laptops, routers, headsets, and printers using Microsoft Intune and SCCM.
- Diagnosed and resolved network-related issues including LAN/WAN, VPN, Wi-Fi, DNS, and DHCP to ensure stable and secure connectivity.
- Provided AV and meeting room support, ensuring seamless Microsoft Teams conferencing experiences during internal and external meetings.
- Supported Point-of-Sale (POS) systems, EFTPOS terminals, and fuel management software critical to retail operations.
- Collaborated with team members via Microsoft Teams, contributing to shared troubleshooting efforts and knowledge sharing.
- Created and maintained internal knowledge base documentation and technical guides to support consistent IT service delivery.
- Participated in continuous improvement initiatives, contributing feedback to enhance IT processes and user satisfaction based on ITIL practices.

Achievements:

Reduced repeat tickets by 25% by creating quick-reference documentation for Outlook, Teams, and SharePoint troubleshooting.

- Assisted with desktop/laptop imaging, patching, deployment using Windows Deployment Services.
- Supported onboarding/offboarding tasks including user setups, AD updates, and permissions.
- Provided support on software installs, basic troubleshooting, and IT asset handling.
- Participated in office equipment rollout, Office 365 migration, and vendor coordination

Achievements:

Successfully Assisted in Intune Deployment for Windows devices, including creating compliance policies and enrolling test machines, improving device visibility and security posture.

TECHNICAL SKILLS

- Microsoft 365: Administration of Exchange, SharePoint, Outlook, Teams, OneDrive, Compliance & Endpoint Security
 - Ticketing Systems: Proficient in Freshservice, ServiceNow, and Jira Service Management
 - Operating Systems: Windows (10/11/XP/2000), macOS, Android, and iOS
 - Virtualization : VMware Workstation, Hyper-V, VirtualBox
 - Mobile Device Management (MDM): Microsoft Intune (Endpoint Manager)
 - Cloud & Server Management: Microsoft Azure, Microsoft EntraID(Azure Active Directory), Domain Controllers (Windows Server)
 - Networking & Security: DNS, DHCP, TCP/IP, LAN, VPN, Meraki and network security principles
 - Hardware & Infrastructure: routers, switches, servers, workstations, AV equipment, and network peripherals
 - IT Security: Endpoint Protection(Microsoft Defender)
 - Automation & Scripting : Powershell, Azure Automation
 - Programming Language & Database : Python, php, SQL, HTML, CSS(Web Development)
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EDUCATION

- The ACS Professional Year Program - ICT - QIBA, Sydney Campus
- Bachelor of Information Technology - Victoria University, Sydney, NSW

PROFESSIONAL AFFILIATIONS

- Australian Computer Society (ACS) - Member ID: 4444663

CERTIFICATIONS

- Google IT Support Fundamentals (Credential ID : LYL3581EEW0Q)
 - Google System Administration & IT Infrastructure (Credential ID: GGMO305VRZQO)
 - Microsoft 365 Fundamentals(MS-900) – LinkedIn Learning
 - ITIL 4 Foundation Training (LinkedIn Learning)
 - Microsoft Exchange Server 2019 Administration – LinkedIn Learning
 - Cloud Management with Microsoft Intune – LinkedIn Learning
 - AZ-900 & Cisco Certified Network Associate(CCNA) - In Progress
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KEY STRENGTHS

- Friendly, professional, and clear communication .
 - Attention to detail and Teamwork, Progressive thinking and Time management.
 - Adaptable to New Technologies and Committed to Continuous Learnings.
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VOLUNTEER WORK / EXTRACURRICULAR ACTIVITIES

- Volunteered in Nepal during the 2072 B.S. earthquake relief efforts, assisting with community support, basic tech setup, and communication aid in affected areas
 - Participated in ACS networking events to connect with industry professionals and expand professional network
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REFERENCES

Provided upon request