

Suraj Bhusal

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PROFESSIONAL SUMMARY

IT Support Technician with 1+ year of experience delivering Level 1 technical support across hardware, software, and Microsoft 365 environments. Skilled in troubleshooting Windows, Active Directory, and network connectivity issues. Proven ability to resolve tickets efficiently, assist end-users remotely and onsite, and maintain high customer satisfaction. Strong communicator with a track record of documenting solutions and supporting smooth IT operations.

SKILLS

- **Core Technologies:** Windows (XP-11), Linux, macOS, Android, Microsoft Office 365, SharePoint
- **Networking & Infrastructure:** WANS, LANS, DNS, DHCP, TCP/IP, Routing, Switching, Firewalls, VPNs
- **Directory Services:** Active Directory (Account Management, Group Policy, User & Domain Configuration)
- **Cloud Platforms:** AWS, Microsoft Azure
- **Helpdesk & Support Tools:** Zendesk, ConnectWise, ServiceNow, MS Teams, TeamViewer, AnyDesk
- **Technical Expertise:** Advanced Windows Troubleshooting, Hardware/Software Installation & Configuration, Printer/Scanner Configuration, Device Imaging & Deployment (WDS)
- **Soft Skills:** Excellent Communication (written & verbal), Teamwork, Time Management, Strong Attention to Detail, Proven Ability to Work Under Pressure, Customer Service

EXPERIENCE

IT Support Technician, Secure Logic Solution, April 2024 - June 2025

- Handled Level 1 service desk requests via ticketing systems (Zendesk, ConnectWise) and phone, resolving hardware/software issues.
- Supported end-users with Windows 10/11, Microsoft 365, and VPN access, reducing downtime by prioritising urgent issues.
- Performed user account administration in Active Directory (password resets, group membership, account creation).
- Troubleshoot networking issues (DNS, DHCP, TCP/IP, Wi-Fi) across LAN/WAN environments.
- Deployed and imaged devices for staff, including remote workers, ensuring smooth onboarding.
- Improved efficiency by automating routine fixes using PowerShell scripts, reducing average resolution times by 25%.
- Created step-by-step internal guides for common technical issues, improving first-call resolution.

Customer Service Representative, Bellissima Italian Pantry, January 2022 - March 2024

- Delivered high-quality customer support via phone, email, and face-to-face interactions.
- Maintained accurate stock and sales records, improving handover processes.
- Trained junior team members in POS systems and service processes.

EDUCATION AND TRAINING

Bachelor of Information Technology and Systems, Victorian Institute of Technology, June 2023

CERTIFICATIONS

- Google IT Support Certification, Google
- Cisco Certified Network Associate (In progress)

REFERENCES

Available upon request.