

Suraj Bhusal

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SUMMARY

Experienced IT professional specializing in help desk support, with expertise in configuring, maintaining, and troubleshooting hardware, software, and network systems. Proficient in Active Directory, Windows 10, and Microsoft Office 365. Strong knowledge of DNS, DHCP, and TCP/IP for managing network services. Experienced with ticketing tools like Zendesk. Seeking a full-time role to apply my skills and contribute to tech-driven success.

SKILLS

- **Networking:** WANs, LANs, DNS, DHCP, TCP/IP, Routing, Switching, Firewalls
- **Virtualization:** VMware (ESXi), Hyper-V
- **Operating Systems:** Windows (XP-11), Linux, macOS, android
- **Cloud Services:** AWS, Microsoft Azure
- **Tools:** Microsoft Office 365, SharePoint, Zendesk, ConnectWise, Outlook
- **Remote Support:** Zoom, MS Teams, Team viewer
- **Active Directory:** Account, password management, group policy
- **Technical Expertise:** Advanced Windows troubleshooting, hardware/software installation, printer/scanner configuration
- **Soft Skills:** Strong communication, teamwork, time management, attention to detail, ability to work under pressure

EXPERIENCE

IT Support Technician, Secure logic solution, February 2023-December 2024

- Delivered Level 1 IT support through email, phone, and in-person interactions, resolving 100+ tickets monthly
- Configured and maintained hardware, software, and networking solutions, including Windows 10, VPNs, and Office 365
- Performed imaging and deployment of devices using Windows Deployment Services
- Configured and maintained Active Directory, including group policies, user management, and domain configurations
- Managed Active Directory tasks such as user creation, password resets, and group policy administration
- Supported remote users with secure access to corporate resources via VPN
- Provided remote assistance using TeamViewer, AnyDesk, Microsoft Teams, and Zoom

Customer Service Representative, Bellissima Italian Pantry, January 2021-January 2023

- Provided exceptional customer service and led a team in managing inquiries, phone orders, and inventory
- Documented daily operations and ensured seamless teamwork for efficient service delivery

EDUCATION AND TRAINING

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

WEBSITES, PORTFOLIOS, PROFILES

- <https://www.linkedin.com/in/suraj-bhusal-99b30418b/>

CERTIFICATIONS

- Google IT Support Certification, Google
- Microsoft Azure Fundamentals (AZ-900), Microsoft
- Windows Server 2019: Configure Hyper-V
- Cisco Certified Network Associate (In progress)
- Bachelor in Information Technology

REFERENCES

Available upon request.