

Bishal Jaiswal

IT Support Engineer

+61-452514298 | Bishal@heubert.com | Adelaide, South Australia, Australia | [LinkedIn](#)

SUMMARY

Heubert leverages dual expertise in career advising and IT support to empower students and users alike.

As a Career Advisor, the focus is on guiding career transitions, providing tailored strategies for job searches, and connecting individuals to opportunities that align with their goals and strengths.

As an IT Support Officer, the role involves troubleshooting technical issues, managing system operations, and ensuring seamless hardware and software performance.

This work is underpinned by a Master's degree in Computer Software Engineering from Federation University Australia and certifications in CRM systems, fostering both technical and interpersonal growth.

SKILLS

Top Skills Customer Support, Hubspot CRM, IT-Support, Network Troubleshooting, IT Support, System Administrator, Network Security, CRM, Active Directory, Windows Server Administration

EXPERIENCE

Information Technology Support Officer

Apr '25 — Present

Heubert

Adelaide, Australia

- Troubleshooting deeper system and network issues (not just password resets, but things like server access, VPN issues, network drops)
- Diagnosing and troubleshooting basic technical problems (hardware, software, networking)
- Providing first-line support for systems like Windows, Office 365, printers, Wi-Fi, etc.
- Assisting with account management (password resets, new accounts, permissions)
- Installing, configuring, and updating software and hardware
- Guiding users through problem-solving steps

Career Advisor

Apr '25 — Present

Heubert

Adelaide, Australia

- Helping clients or students plan their career paths
- Advising on job search strategies (resumes, cover letters, interviews)
- Connecting people to internship or job opportunities
- Providing guidance on education or training options
- Supporting career transitions (e.g., someone moving into a new field)
- Working with employers to understand what skills they're looking for
- Helping clients identify strengths and career goals
- Maintaining records and tracking client progress

Customer Service Officer

Feb '23 — Feb '25

Coles Group

sydney, Australia

- Customer Assistance: Greet customers warmly, assist with inquiries, and provide information about products and services.
- Transaction Processing: Handle sales transactions accurately, including operating cash registers and processing payments.
- Issue Resolution: Address customer complaints or concerns promptly and professionally, escalating issues when necessary.
- Product Knowledge: Maintain up-to-date knowledge of store products and promotions to effectively assist customers.
- Store Maintenance: Ensure the cleanliness and organization of the customer service area and other store sections as needed.
- Team Collaboration: Work closely with other team members to achieve store goals and maintain a cohesive work environment.

EDUCATION

Master's in Computer Software Engineering, Federation University Australia

Sep '18 — Jun '20

Sydney, Australia

- Enterprise System
- Analysis and Design
- Leadership in IT project Management.
- Foundation of Programming

CERTIFICATIONS

CRM Basics: Unlock Business Growth through Relationships , LinkedIn	May '25
Career Essentials in System Administration by Microsoft and LinkedIn , Microsoft	May '25
Zendesk Customer Service professional certificate , Zendesk	Nov '23
Learning Hub Spot , LinkedIn	May '01

PROJECTS

Inventory System , Belfield Service Centre (BSC) Link	Mar '20 — Jun '20 Sydney, Australia
<ul style="list-style-type: none">▪ The project specifically tends to integrate the services provided by the Belfield to integrate it into the cloud-based architecture so that the Client Management system can inject order into the Order Management System along with fast easy to use cloud-powered business analytic services or alternative reporting. It will make the supply chain management process more automated, efficient and it will also produce an analytic report that can be used for better decision making by the manager.	

Outcome:

- Cloud-based System.
- Order management and receivables.
- Track Shipments.
- 3PL integration through custom API.
- Returns Management.
- Accounts Payable.
- Information Management and reporting.
- Product development documentation.
- User guide.
- Applicable software evaluation and analysis report.

VOLUNTEERING

Member , ACS (Australian Computer Society)	Jan '20
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