**JWALANDA KIRAN PARIYAR**

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**CAREER OBJECTIVE**

Trained IT Support Specialist with experience in handling first line support calls, analysing and investigating problems, implementing fixes, escalating support calls and working closely with the service desk team. Offering academic background in IT backed with Customer Service experience along with broad based knowledge and experience in technical support and operations along with troubleshooting skills. Consistently recognized for thorough knowledge of Hardware, Software, Securities and Cloud Technologies. Seeking for a challenging career opportunity and passionately committed to delivering high-level customer-centric IT support service with exceptional communication and proven customer service skills.

**TECHNICAL SKILLS**

**Hardware & Network:** Installation, Configuration, Assembly, Maintenance and Upgradation

**Operating Systems:** Linux, Windows 7,8,10, macOS, Windows Server 2016, 2019

**Cloud Technologies:** Office365, MS Azure, Active Directory, MS SharePoint, MS Teams

**Databases:** SQL Server, Relational Databases

**Networking Skills:** DNS, DHCP, Email, TCP/IP, Router, Switches

**Ticketing:** OS Ticketing, Zendesk, Freshdesk, ServiceNow

**Backup Technologies**: Windows Backup, Office365 Backup

**PROFESSIONAL EXPERIENCE**

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| IT Support Specialist-In-Training **Jan 2023 – Present**  TechSkills Institute – Sydney, NSW   * Providing client support and technical issue resolution via email, phone, web * Managing users on Office365 and Active Directory like user creation and password resets * Carrying out computer configuration, installation, assembly, disassembly and upgrade * Troubleshooting technical issues on equipment such as printers, scanners and other peripherals * Performing Windows OS installation, upgrade and deployment work * Managing and coordinating ticket through OS Ticketing system * Performing troubleshooting remotely using remote connection tools * Performing and monitoring backups for PC and Windows Server   **Manager – Part -Time May 2022 – Present**  Subway, Druitt Street, Sydney, Australia   * Recruiting, training and managing food service employees * Completing payroll and maintaining employment records * Regularly inspecting all work areas to ensure compliance with food health and safety regulations * Accurately tallying all cash and charge slips * Reviewing sales records to determine which menu items are most profitable * Ensuring that customers are served quality food in a timely manner * Scheduling employee work hours to ensure that all shifts are adequately covered   **Staff Member– Part -Time Mar 2018 – May 2022**  Subway, Auburn, Sydney, Australia   * Coordinated daily front of the house and back of the house restaurant operations * Delivered superior service and maximized customer satisfaction * Responded efficiently and accurately to customer complaints * Organized and supervised shifts of all the employees * Ensured compliance with sanitation and safety regulations * Managed restaurant’s good image and suggested ways to improve it * Appraised staff performance and provided feedback to improve productivity |
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| **PERSONAL ATTRIBUTES**   * Ability to multitask, career oriented, quick learner and strong work ethics * Strong communications and excellent organizational skills * Proficient in written communication and administrative skills * Strong interpersonal skills gained through extensive customer service experience * Team Leader/Player |
| **EDUCATION**  **Bachelor of Information & Communication Technology Mar 2018 – Dec 2020**  University of the Sunshine Coast, Sydney, Australia  **LANGUAGE**  English: Native Proficiency  **REFERENCES**  Available Upon Request |
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