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|  | | **Kishan Thapa** | | |  |
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| Address: | 11/29 Baxter Avenue. Kogarah, NSW 2217 | | | | |
| Phone: | 0452-048-989 | | | | |
| CAREER OBJECTIVE | | | | | |
| Motivated recent graduate looking for opportunities to contribute toward self-growth and team success through hard work, attention to detail, excellent communication, and organizational skills. A clear understanding of Software Development and IT Support and a completed undergraduate degree in Information Technology. | | | | | |
| SKILLS SUMMARY | | | | | |
| Technical Skills | | | Qualitative Skills | | |
| * Foundational knowledge in JAVA using IDE * Foundational Knowledge using eNSP graphical network stimulation platform * Foundation knowledge in HTML and CSS * Proficiency with MS Word, Excel, PowerPoint, * Intermediate with Project libra | | | * Exceptional communication, excellent customer service and networking skill * Successful working in a team environment, as well as independently * Ability to work under pressure and multi-task * Ability to follow instructions and deliver quality results | | |
| EDUCATION | |  | |  | |
| **Australian Technical & Management College**  Professional Year (Information Technology) | | | | Sep 2020 – Present | |
| **Southern Cross University**  Bachelor of Information Technology | | | | July 2017 – July 2020 | |
| UNIVERSITY PROJECTS | | | |  | |
| Developed a food ordering system in two semesters while collaborating and leading with six people team. This included Analysis and design in the first phase and implementing the documentation in the prototype in the next phase this included developing a web-based application and improving it.  Developed game and different application using IDE such as Green foot, BlueJ using java. | | | | | |

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| EMPLOYMENT |  |  |
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| **Skilligi Education and Technology** Oct 2020 – Jan 2021  **Service Desk Analyst**   * Responding to IT support requests over the phone, via email and in person. * Ensuring correct use of applications, networks, and equipment. * Testing and updating existing software. * Escalating advanced IT support cases. * Maintaining IT documentation including network and user details. * Documenting records of actions taken. * Ensuring computer network’s optimal performance. * Analysing issues and determining correct software or hardware solution. | | |
| **McDonalds International Airport**  **Crew Trainer** | **Fast Food Company** | May 2016 – Present |
| * Supervise and train of new staff. Set-up, delivery of service and delegate and assign tasks * Assist with scheduling, ordering, inventory, cost, and waste control * Handling customers with exceptional customer service | | |
| **Hilton Sydney**  **Food & Beverage Attendant** | **Hospitality Company** | Jan 2017 – Jun 2018 |
| * Established a large guest request list through impeccable service, integrity, honesty, and a genuine willingness to get to know the guest * Conducted daily inventory checks and restocked to maintain optimal inventory needs * Correctly received orders, processed payments, and responded appropriately to guests concerns while verifying the customers age when selling alcoholic products ensuring they were not underage | | |
| COMPETENCIES |  |  |
| **Communications** | Being an active listener while communicating with customer while taking food order during busy service and communicating it to the chef’s or supervisor about allergy to food or as per request of customer | |
| **Team Player** | Supervising and assisting new crew at the airport while running the kitchen and sometimes we were short staffed with sudden increase of customer due to delays, then helping other stations crew despite the other person asking for help. | |