Sunil Dangal

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# Executive Profile

Innovative IT enthusiast with a customer-centric focus and a robust track record in Information and Communication Technology (ICT). A tech polyglot, mastering Python, Kivy, and Django through self-driven learning.

A network maestro adept at utilizing Cisco tools for routers/switches/Active Directory services across MacOS, Windows, and Ubuntu environments. I thrive in troubleshooting challenges, be it in code or navigating complex situations, showcasing poise and composure under pressure.

As an adept troubleshooter and IT environment manager, I seamlessly navigate the dynamic world of hardware and software. From installation to replacement, my hands-on experience meticulously adheres to procurement processes.

A natural problem solver, I approach challenges with enthusiasm, making me equally adept at leading or being led in a team environment. Calm, humble, and confident, my nature-loving, easygoing demeanor adds a touch of warmth to the tech landscape.

Ready to infuse innovation and collaborative spirit into your team.

# Career History

## Earth Innovation’s Oct 2021 – Present Construction Supervisor

* Working closely with Clarence City Council projects.
  + Planning work, assigning tasks to team members, monitoring team performance and managing team efficiently.
  + Implementing and designing traffic management plan for the Clarence City Council projects.
  + Motivating team members and ensuring everyone is adhering with Work Health and Safety guidelines.
  + Ensuring work is completed on time focusing on details and quality.
  + Training new team members on how to perform the job.
  + Hiring new employees.
  + Working with technical drawings and plans.
  + Ensuring Job Safety Analysis, Traffic plan, Dial Before Dig are checked and briefed within teams for the compliance of work.

## Telstra Aug 2020 – Feb 2021

**Customer Sales and Service Specialist / NBN Faults Priority Assist**

* Ensured quality service was given to customers, achieving sales, performance targets by providing latest product information updates.
* Given Technical Support using Automations tools from Telstra.
* Liaised with internal stakeholders to solve complex issues for customers.
* Meeting’s within by sharing ideas to achieve customer satisfaction goals.
* Used internal SAAS tools to resolve issues for customer like running configurations, automations & network protocols.
* Remote Support for Priority Assist Clients fixing NBN related issues.

## Dymocks Books May 2020 – Jul 2020

**Retail Assistant**

* Worked inside Dymock’s back of the house team, organizing online orders, picking/packing orders during pandemic time.
* Ensured and double-checked customer order to avoid mistakes.

# Education

## Bachelor of Information Systems July 2017 – Aug 2019

Australian Institute of Higher Education, Sydney, NSW

## Bachelor of Information Technology July 2015 – July 2017

Central Queensland University, Sydney, NSW

# Languages

* English (Fluent), Nepali (Fluent) and Hindi (Fluent)

# References

* Darren Ho ( Contact Centre Team Leader at Telstra)

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* Suman Panta ( Supervisor at Earth Innovation’s)

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