Sunil Dangal

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# Executive Profile

Customer-oriented with a background in ICT. Proficient in troubleshooting, maintaining, and managing IT environments. Skilled in hardware and software installation and replacement, adhering to procurement processes. Adept at communicating complex technical concepts in a clear and concise manner, ensuring customer satisfaction, and fostering positive relationships. Demonstrated ability to work collaboratively in fast-paced environments, consistently meeting service level agreements. Committed to delivering exceptional IT support and driving overall customer success in a dynamic and evolving IT landscape.

# Education

## Mimo Full-stack Developer Certificate Awarded 2024

Certified in Javascript, Typescript, Swift, HTML5, SQL, CSS & Python

## Professional Year Program in computing/ICT Awarded March 2021

ECA Professional Year, Sydney, NSW

## IT Route Training Course completion Dec 2019

Course completion on CCNA, ITILv4 & MCP Windows Servers ADDS Course

## 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

# Projects

* Configured a Static portfolio Website with a crazy domain using AWS.
* Portfolio & Digital Resume using Python, Django, Javascript, HTML & CSS. (<http://dansun.pythonanywhere.com>)
* Made a Chandra Yaan Galaxy Game using python and kivy framework.
* Set up loyalty program for Namaste Spices supermarket in Moonah, Hobart using loyalzoo on eposnow.
* Made a calculator using Java, Android Development Studio. Changed Macbook Battery.
* Made an ad blocker using pi-hole using raspberry pi4. Iphone 7 display replacement.

# Career History

## Earth Innovation’s Oct 2021 – Aug 2023 Construction Supervisor

* + Planning work, assigning tasks to team members, monitoring team performance and managing team efficiently.
* Working closely with Clarence City Council projects.
  + 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 / System Analyst Internship**

* Ensured quality service was given to customers, achieving sales, performance targets by providing latest product information updates.
* Liaised with internal stakeholders to solve network issues for customers.
* Working under service level agreement.
* 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.
* Analyzing data related to system performance, user behavior, and network activity.
* Preparing reports, dashboards for internal stakeholders for decision making.
* Working with senior analysts and engineers to gather requirements.
* Participated in system testing, execution, test case and documentation.
* Participated in training & workshops.

## 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.

# Professional Membership

* Australian Computer Society (ACS)

# References

# Available on request