Rabin Dhukhwa

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Professional Profile

I am motivated, trustworthy, and versatile. Master of Information Technology graduate from Federation University with experience as a junior software developer and IT support officer offering a solid academic and technical background with effective communication, information systems, and project management, where I can utilize my skills, particularly in coding to ensure efficient delivery of new and innovative technology solutions to customers. Customer-centric professional with a proven capacity to work with all levels of personnel and clients from diverse backgrounds. I am highly organized with the ability to take instructions as the plan to the required standards of the organization and to make sure all operations run smoothly. I am keen to join a team where I can further develop my skills and build professional relationships.

Technical Skills

- Programming Language: HTML, CSS, JavaScript, React.js, Node.js
- Database Admin: MySQL, MongoDB
- IDE: Visual Studio Code, Eclipse, IntelliJ
- Hardware: Cisco Router, Switches, Hubs, Printers, Wireless Controller, Drivers, Troubleshooting, Maintenance
- Software: MS Office (Word, Excel, Outlook, Power point), Adobe Photoshop, Server (DNS, DHCP)
- Routing Protocols: RIP, BGP, EIGRP, OSPF, DHCP, ACL, and Static
- WAN/LAN Technologies: GRE, MPLS VPN, DMVPN, MPLS, Ethernet, VLAN, QOS
- Security: SSH, Route-Map
- Network Admin: Cisco, routing and switching, VPN.
- Ticketing Systems: My Geeks Ticketing system

Education and Certification

ACS Professional Year Programme   **Oct 2019 – Oct 2020**

Performance Education, Sydney, Australia

Master of Information Technology   **Jul 2017 - Jul 2019**

Federation University, Sydney, Australia
Member of golden key international honour society
Top 15% academic achievement

Cisco Certified Network Associate   **Aug 2019 - Jan 2020**

Rabin Dhukhwa

Routing and Switching certification 200-301
Cisco Id: CSCO13685130

Bachelor of Science in Information Technology   Jan 2013 - Apr 2016
Punjab Technical University, India

Projects

Designing e-commerce web application

Objective: Requirement of building a functional
Tools: PHP, html, SQL, CSS, JavaScript
Duties: As part of a group of four my duties were to work on the design and development of the web
                   portal using PHP & html also software testing.
Result: Project was completed before deadline & achieved a high distinction for the final project

Professional Experience

Junior Web Developer   **Mar 2022 - Present**

IT Support Specialist   **Feb 2020 - Present**
My Geeks - Contract

- Installation, Administration and Maintenance of multiple Operating Systems including Windows, XP & Windows 7
- Installing and configuring computer hardware, software, systems, networks, printers, and scanner
- Manage help desk team and technical team.
- Supporting clients via phone, email, remote site and site location, data entry, contacting the ISP for troubleshooting, installing, and configuring the company internal network
- Ensuring security of data, network access and backup systems
- Troubleshooting Hardware related issues
- Provided support (hardware/software)
- Roll Out from old machines to new machines.
- Image formatting, configuration, and installation of customer related program
- Configuration & troubleshooting Cisco device (Router and Switch)
- Supporting LAN/WAN/WLAN customers

Personal Attributes

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References

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