

Shekhar Shrestha

IT SUPPORT ENGINEER

0424076826

shekharshrestha27@gmail.com

Strathfield, NSW 2135

Personable and dedicated helpdesk officer with 1 year of experience and internal drive to deliver excellence. Well-versed in SAP, Windows, Server and Windows Active Directory, works well independently or in a group setting, providing all facets of computer help desk support such as: analyzing, troubleshooting, installations and maintenance. Eager to bring knowledge to support business and customer needs. Dependable, reliable, eager to learn and grow in this field. Diligent professional with over one year of work experience and a proven knowledge of contract compliance, customer needs assessment and key account management. Aiming to leverage my abilities to successfully fill required role at your company. Current student looking to join the workforce to gain real-world experience. Ability to complete tasks on time in both individual and team settings. Dependable and reliable, ready to learn and grow with your company.

EXPERIENCE

SALES/RETAIL ASSISTANT

French Connection - MYER

Sydney, NEW SOUTH WALES

November 2020 - November 2022

- Advising & serving customers
- Processing payments & responding promptly to customer inquiries
- Assisting customers in order to help them find what they need
- Ensuring stock levels are well maintained
- Promoting store cards or special offers
- Replenished sales floor shelves and assisted customers with alternatives for out-of-stock items
- Leveraged product knowledge to demonstrate features and benefits.
- Maintaining a positive, empathetic, and professional attitude toward customers at all times
- Acknowledging and resolving customer complaints.
- Addressed customers using suitable methods and problem-solving skills.

DESKTOP SUPPORT

FNG (FORTITUDE NICSA GLOBAL) LTD

Sydney, NEW SOUTH WALES

August 2021 - November 2022

- Provided computer help desk support via telephone, face to face and remote desktop communication with end-users utilizing customer service techniques and strong communication skills
- Configured Microsoft 365 tasks such as: connecting to a domain, Azure AD, issuing license, creating an Alias, managing mail permissions, Automatic replies, email forwarding, creating group and group emails and many more
- Troubleshoot windows 10 issues like: blue screen of death, local admin account's password recovery, Outlook issues, slow internet and network adaptor issue, wireless connectivity issue, windows reboot and so on
- Experienced in working with Azure tasks such as: uploading local server to a cloud, adding up users and guest users, setting MFA, Subscriptions, setting up self-service password reset options, managing storage accounts, creating custom roles, providing access control (IAM), tags, Mapping a network drive and so on
- Successfully managed a demanding workload in responding to telephone calls and e-mails
- Performed hardware and software troubleshooting, maintenance, and installation as per the company requirements
- Experienced with supporting, Desktops, Firewalls, Networks, and Mobile device

- Troubleshoot the issues related to the SharePoint, OneDrive, Teams, Skype, Zoom as well as desktop
- Familiar with ticket system like: Freshdesk that converts requests coming in via email, web, phone, chat and social into tickets and unifies ticket resolution across channels
- Identifying the issue in depth and accumulating the relevant information before escalating to the higher department
- Configured the Windows server 2019 and its tasks like: Setting up domain controller, managing active directory domain services, creating users, OU and groups, managing permissions, creating a home and network drive, deploying software, managing DHCP, DNS, ADC, print server and many more
- Implemented group policy tasks such as: Desktop wallpapers, legal messages, Account lock policy, password policy, software deployment, Blocking URLs and many more
- Diagnosed and corrected first level networking issues
- Outlook configuration like: setting up the outlook for new users, adding a second email, creating backup, Signatures setup, Auto replies setup, bulk emails, troubleshooting, adding the plug-ins like zoom, drobox, slack and many more.
- Reinforced all users with security policies, and compliance, and recommended users on how to access company data securely while working from the office and various locations.
- Managing and recording assets and other peripherals stock and raising requests if anything needs to be procured.
- All the returned assets from leavers are disk wiped and re-imaged for the next users. Disposing of faulty or out-of-service equipment according to company policy.

EDUCATION

BACHELORS IN INFORMATION TECHNOLOGY, SYDNEY
Kings Own Institute, Sydney, NSW

Aug 2022

TECHNICAL SKILLS

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|---|--|
| • Ticketing system: Freshdesk. | • CCNA, Virtual servers, Packet Tracer, Basic TCP/IP, VPN, Routing, Port-forwarding. |
| • Windows 10/11: CMD, BSOD issue, Files recover, Bootable USB, Outlook. | • Cloud: Microsoft Azure, Microsoft 365, SharePoint online, Exchange online. |
| • Virtualization: VMware, Virtual Box. | • System Backup: Ease Us. |
| • Remote support: RDP, TeamViewer, MS Teams. | • Microsoft 365: Word, Excel, Outlook, Notes, teams. |
| • Responding to Technical Questions | • Technical Support and Assistance |
| • Organizational Skills | |

AREAS OF EXPERTISE:

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|---|--|
| • Problem Diagnosis | • Time Management |
| • Exposure to Office, Warehouse, and Contact center Environment | • Documenting guide and Content Creation for Users to follow |
| • Customer Service | • Adhering Security Policies |
| • Verbal and Written communication | • Teams, Email, phone, and online support |
| • Teamwork | • Technical Support and Assistance |
| • Complaint handling. | |

CERTIFICATIONS

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| • Cisco Certified Network Associate (CCNA) Cisco
ID No: CSC014163562 | AUG 2022 |
| • System Administration and IT Infrastructure Services | DEC 2022 |
| • Google IT Support Specialization | DEC 2022 |
| • Microsoft Azure AZ-900 | In Progress |
| • Microsoft 365 Fundamentals (MS 900) | In Progress |

REFERENCE AVAILABLE ON REQUEST

LINKEDIN:

<https://www.linkedin.com/in/shekhar-shrestha27/>