

SHEKHAR SHRESTHA

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☎ 042-407-6826

📍 Strathfield, New South Wales
2135

SKILLS

- CCNA, Virtual servers, Packet Tracer, VPN, Routing, Port-forwarding.
- Windows 10/11 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
- Areas of expertise:
- 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
- Complaint handling.
- Troubleshooting Network Issues

EDUCATION

Queensland International Business

PROFESSIONAL SUMMARY

Experienced Desktop Support professional with over one year of experience providing technical support for computer systems and software applications. Proven ability to troubleshoot and resolve hardware and software issues in a timely and efficient manner. Possesses strong problem-solving skills, excellent communication abilities, and the ability to work independently or as part of a team. Skilled in maintaining system security and integrity, providing technical assistance to end-users, and documenting support activities. Possesses a good understanding of network connectivity, remote access, and system imaging. Seeking to leverage these skills and experience to contribute to a dynamic organization in a Desktop Support role.

WEBSITES, PORTFOLIOS, PROFILES

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

WORK HISTORY

FNG (Fortitude Nicsa Global) Ltd - DESKTOP Support
Sydney, NSW • 08/2021 - 02/2023

- Provided computer help desk support via telephone, face to face and remote desktop communication.
- Configured Microsoft 365 tasks such as: connecting to a domain, Azure AD, issuing license, email forwarding, creating group and group emails and many more
- Troubleshoot windows 10 issues
- Experienced in working with Azure tasks: adding up users and guest users, setting MFA, Subscriptions, setting up self-service password reset options 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 SharePoint, OneDrive, Teams, Skype, Zoom as well as desktop
- Familiar with ticket system : Freshdesk
- 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 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, etc.
- Reinforced all users with security policies, and compliance.
- Managing and recording assets and other peripherals stock.

Academy

Sydney, NSW • Expected in 04/2024

Professional Year: Professional Development Program

Kings Own Institute

Sydney, NSW • 08/2022

Bachelor of Information Technology

CERTIFICATIONS

- Cisco Certified Network Associate (CCNA)
- Google Professional Workspace Administrator(Google)
- System Administration and IT Infrastructure Services(Google)
- Google IT Support Specialization(Google)
- AWS Technical Essentials (AWS)
- IBM Technical Support Professional Certificate(IBM)

French Connection - MYER - Retail Assistant Manager

Parramatta, NSW • 11/2020 - 02/2023

- 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.

ADDITIONAL INFORMATION

- GITHUB: <https://github.com/Rahkehs>

HOBBIES

- Reading Books
- Coding
- Playing Games
- Cricket