Renij Shrestha

Support Specialist & Full Stack Developer

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Keilor Downs VIC, 3038 | Portfolio | GitHub

Career Objective

Highly motivated and detail-oriented IT professional with a Bachelor's degree in Information Technology. Skilled in software development, mobile application development, and IT support. Eager to leverage technical expertise and passion for technology to contribute to a dynamic organization.

Skills & Attributes

- Software Engineering
- Technical support
- Programming/Coding
- Self-motivated

- AWS
- Front-end development
- Problem Solving
- Team player

- Agile Management
- Backend development
- Autonomy
- Communication

Professional Experience

Education Horizons *(i.e. IT Services & IT Consulting)*   Melbourne, Australia
Support Specialist (Upgrades)   Jul. 2023 to Feb. 2024

Roles and responsibilities:

- Accurately executed system upgrades with proficiency on Microsoft 365 and Salesforce platforms for clients, including approximately 450 schools.
- Effectively communicated with clients and employees to ensure a thorough understanding of their needs for a seamless upgrade process.
- Managed and optimised databases using SQL Server Management Studio during upgrade.
- Demonstrated expertise in debugging and efficiently troubleshooting technical issues.

LanCul *(i.e. Professional Training and Coaching)*   Tokyo, Japan
Software Engineering Intern   Sept. 2021 to Oct. 2021

Roles and responsibilities:

- Assisted the CTO on Android Application Development utilising Kotlin programming language.
- Autonomously implemented wireframe into the app using robust and dynamic programming.
- Successfully implemented a function that imports app's event data into local calendar.
- Conducted necessary documentation, meetings, and reporting as part of project requirements.

ITCS Group *(i.e. IT Services and IT Consulting)*   Chiba, Japan
IT Engineer   Jun. 2021 to Aug. 2021

Roles and responsibilities:

- Handled technical inquires by providing tier 1 solutions and infrastructure support.
- Supported Sr. Engineer with installation & configuration of desktops, servers, and other hardware.
- Delivered IT Helpdesk Support as an essential part of the IT team during Tokyo 2020 Olympics

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Education & Credentials

La Trobe University, Melbourne, VIC   December 2022
Bachelor of Information Technology, WAM 74.04, 15% Scholarship

Subjects: Industry Project, Algorithm and Data Structures, Object Oriented Programming, Mobile Application Development, Programming Environment, Professional Environment etc.

Projects

Aged Care / disability website ([link])   **HTML CSS JS NodeJS MongoDB**

Collaborated with other students using agile management to answer client's demands of helping aged and disabled people. Some available functions are voice input, sending SMS/SOS, and email reminder.

RecipeCurious – API Integration ([link])   **HTML CSS JS React**

Developed a website where user can check various recipes and create delicious food by following the given instructions. For the data, Tasty API is used.

Additional Education & Certification

SQL: A Practical Introduction for Querying Databases | IBM Coursera | September 2023 ([link])

AWS Cloud Practitioner | AWS | April 2023 ([link])

Participation Certificate | International Olympic Committee | September 2021 ([link])

Complete Android 11 Jetpack Masterclass | Udemy | June 2021 ([link])