**Sarthak Giri**

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**CAREER OBJECTIVE**

Adaptable and customer-focused IT professional with a proven background in technical support, cybersecurity, and team leadership. Skilled in resolving hardware/software challenges, managing secure network environments, and delivering exceptional service to users. Strong communication skills and ability to explain technical concepts to non-technical users.

**TECHNICAL SKILLS**

* **Operating Systems**: Windows, Linux, MacOS, Active Directory management
* **Hardware**: Desktop/laptop troubleshooting, printer setup, mobile device support
* **Networking**: TCP/IP, DNS, DHCP, VPN configuration
* **Software**: Microsoft 365 Suite, Active Directory, ServiceNow, Zoom, TeamViewer, Azure, PowerShell
* **Soft Skills**: Customer Service, Team Leadership, Problem Solving, Communication Skill

**KEY STRENGTHS**

* Proven ability to diagnose IT systems( PCs, printers, connectivity).
* Hands-on-experience resolving hardware, software and netowork issue accorss Windows, Linux, and MacOs environments.
* Effective communicator, able to explain complex technical concepts to non- technical users.
* Track record of delivering excellent customer service in technical and operational roles, quickly resolving complaints.

**EDUCATION**

**The ACS Professional Year Program – ICT Aug 2025 - Present**

**QIBA, Sydney Campus**

*The Professional Year Program is a work readiness program designed to prepare university graduates for the professional ICT workforce. Topics include* *business communication, workplace**relations and practices, WHS, professional networking, report writing and effective presentation skills.*

**Bachelor of Information Technology ( Network and Cybersecurity) Jan 2020 – July 2024**

**TAFE NSW, Australia**

*Key Achievements: High Distinction,Distinction, Distinction*

*Key Subjects :Network Security, Virutalisation, Cloud Computing*

**ACADEMIC PROJECTS**

**Title:** Build a website for separating waste prodcuts  **Apr 2024**

**Objective:** To help customer identify recyclable and non-recylabe waste using machine learning

**Tools:** HTML, JavaScript, Bootstrap, CSS, React, Node, Mongodb

**Duties:** My project was to build a website using react and node ,implementing a machine learning model to identify waste prodcuts into three different categories such as recycleable, non-cycylabe and compost and find the nearest recycling center.User would also be able to find the donation center.

**Outcome:** Achieved a High Distinction

**WORK EXPERIENCE**

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| **Technology Officer Feb 2025 – Present**  **Zone Bowling (TEEG) , Dee Why** |
| *Responsibilities:*   * Directed the repair,maintenance, and optimisation of IT infrastructure to achieve safe and reliable operations * Configured, administered, and supported Microsoft 365 environments, including user account management, email setup, Teams and SharePoint integration, and troubleshooting across desktop and mobile devices. * Deployed and managed virtual machines and servers using leading virtualisation platforms such as VMWare and Hyper-V, ensuring reliable service delivery and optimal resource utilisation. * Led a team of technicians, cultivating a culture of safety, continuous improvement, and technical excellenece through hands-on training and mentoring programs. * Collaorated with cross-functional teams and external suppliers, streamlining procurement processes and negotiating contracts to secure quality parts and services. * Administered PC systems and networking equipment to support efficient workflow and secure connectivity within the business. * Coordinated the setup, integration, troubleshooting of hardware and software, facilitating rapid issue resolution to minimise downtime.   *Achievements:*   * Successfully maintained and optimised IT systems and infrastructure, consistently achieving high uptime and reliability for business-critical operations. * Successfully maintained and optimised IT systems and infrastructure, consistently achieving high uptime and reliability for business-critical operations by over 30%. * Extended equipment lifespan by 20% through effective maintenance schedules and timely repairs. * Delivered rapid incident response and resolution, contributing to a 35% increase in service continuity and user satisfaction. |

**Assistant Manager Jan 2020– Jan 2025**

**Quay Clean, Royal Randwick**

*Responsibilities:*

* Led a high-performing team of 40 employees, achieving a 95% customer satisfaction rate.
* Managed and resolved complaints in a professional and timely manner.
* Assisted the site manager in managing team performance and reporting activities.
* Coordinated training sessions for new hires, ensuring they were well-equipped with the knowledge and skills needed for their roles.
* Oversaw inventory management and procurement of cleaning supplies, maintaining optimal stock levels and reducing costs by 10%.
* Developed and implemented operational strategies that streamlined processes, resulting in a 12% increase in efficiency.

**ACHIEVEMENTS/AWARDS**

Recognised as Employee of the Year for outstanding performance, dedication, and leadership in driving operational excellence.

**VOLUNTEER WORK / EXTRACURRICULAR ACTIVITIES**

Backend Developer -Kayaking Tool

**PROFESSIONAL AFFILIATIONS**

* Australian Computer Society (ACS)

**REFERENCES**

Provided upon request