|  |  |
| --- | --- |
| Prashan Shrestha | A: 2/24A Belmore Street, Ryde  T: 0450 724 210  E: prasth3@gmail.com  LinkedIn Profile: [https://www.linkedin.com/in/prashan-shrestha-84b2551a6/](https://www.linkedin.com/in/prashan-shrestha-84b2551a6/%20)  Portfolio: <https://shresprashan.github.io/prashanportfolio/> |

# Career Objective

Enthusiastic, ambitious, and highly organised Bachelor of Information Technology professional with 3 years’ experience in the IT industry. I have skills in systems support and administration, looking to learn and develop personal skills in a practical setting.

Innovative graduate with leadership, problem-solving and communication skills, and an ability to work independently or in a team environment.

Career goal is to become fully qualified, skilled, educated and experienced in the field of Information Technology. Looking for an opportunity to secure the position in a System Engineering role so that I can employ all my knowledge and skills for the benefit of the company and the community.

# Key Skills Area

**Technical Skills**

# Programming Languages: HTML, CSS, PHP, SQL, Java, Python

# Computer Systems: Windows 10/11, Mac, iOS, and Android

# Computer Software: Microsoft Office (Word, Excel, PowerPoint, Teams), Putty

# ITSM tools: Jira, Confluence, InsightIQ for App Insights/DevOps

# Cloud Computing and Backup: Amazon Web Services (AWS) S3 Bucket, AWS Snowball, Azure DevOps

# Remote Support: Remote Desktop Connection (RDP), LogMeIn (LMI) and TeamViewer

# Networking: Fortinet, OneFS

# Asset Management: Oomnitza, JAMF

# Personal Attributes

* Excellent oral and written correspondence: Daily reporting and communication with internal and external stakeholders. Ability to communicate professionally in **English and Nepali**. Overall, **PTE scores of 84** with no band less than 84.
* Problem solving skills: Ability to make decisions independently to resolve problems by identifying solutions efficiently to help clients. Support over 300 computers daily helping them resolve their problems.
* Strong time management and organizational skills developed through 5 years of experience working as a manager in hospitality industry and 2 years of experience in the tech industry.

# Education

**Professional Year in Information Technology Jan 2022 – Jan 2023**

Performance Education, Sydney

*Key Subjects: Australian Business Culture and Environment, Achieving Career*

*Success, Australian Workplace Skills, and Professional Business Communication*

**Bachelor of Information Technology**  **Mar 2018 – Jan 2021**

Federation University, Sydney

*Key Learning Areas: Database Management (MySQL), Project Management, Web development (HTML, CSS, PHP), Programming Fundamentals (Java), Cloud Computing, Big Data and Analytics*

**Achievement**

* **Top Graduating Student** in Information Technology with **GPA 6.75/7**,
* Australian Computer Society (ACS) Student of The Year Award
* Dean’s List Award

# University Project

**E-commerce Website Solution** **Jul 2020 – Nov 2021**

Federation University, Sydney

|  |  |
| --- | --- |
| **Objective:** | To develop e-commerce solution website for ITS Solution India that would allow the consumers to purchase IT software in an e-commerce website platform. |
| **Tools:** | HTML, CSS, PHP, JavaScript, MySQL, GitHub, XAMPP, Visual Studio |
| **Duties:** | In a group of four, I worked as a Project Manager and a Lead Web developer. I worked on the web design and development of the webpages and hosting it on the internet. |
| **Outcome:** | Successfully developed a working website for the client. |
| **Result:** | Obtained **High Distinction** for this project |

# Professional Experience

**IT Support Engineer** **Jan 2023 – present**

Kentico Software Pty Ltd, Sydney

* Analysing Kentico CMS software and web applications to enable sustainable operations in production.
* Software debugging and troubleshooting them as per the client’s specifications.
* Assisting users seeking technical assistance through CRM and Jira ticketing system.

**IT Support Technician** **Aug 2021 – Jan 2023**

Rotor Studios, Sydney

* Daily reporting and support for Lexus (LVS) & Toyota Showroom 360 (SR360).
* Maintenance, installing and configuring computer systems.
* Managing software deployments across deployed systems.

**Achievement –** Achieved promotion in the first 6 months of employment.

**Data Wrangler Mar 2021 – Aug 2021**

Rotor Studios, Sydney

* Responsible for the end-to-end process, including pre-staging, Amazon S3 bucket transfers.
* Analyzing big data and processing them for migration to AWS cloud.
* Managing data life cycle and creating backups for disaster recovery.

**Achievement –** Successfully completed big data(500tb) restoration project and move to AWS cloud.

# References

Available upon request