Suwesh Ranjitkar
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PROFESSIONAL SUMMARY

Dynamic IT professional passionate about driving efficiency, innovation, and secure IT practices. Skilled at translating complex technical concepts into clear solutions for diverse stakeholders. Proven ability to design automation workflows, build and maintain knowledge repositories, and foster cross-team collaboration. Committed to continuous learning in cloud platforms and cybersecurity to support strategic initiatives and deliver exceptional user experiences.

EXPERIENCE

IT Helpdesk Technician Ricoh – Auckland, November 2022 – Present

- Delivered technical support for 15+ daily tickets, resolving hardware/software issues on Windows and macOS with a 95% first-time fix rate and reducing system downtime by 20%.
- Provided Tier 1 & 2 support across Microsoft 365, Exchange Online, and Windows Server—conducting root-cause analysis to pinpoint and resolve underlying issues—resulting in a 15% improvement in uptime and user satisfaction.
- Administered Active Directory, Microsoft Intune, and Office 365 for account provisioning, permissions, and security; streamlined onboarding/offboarding for 30+ staff per quarter.
- Built automation workflows using PowerShell, PowerApps, Power Automate, and Nintex, decreasing repetitive tasks by 20% and increasing operational efficiency.
- Enforced endpoint security protocols including MFA and incident response procedures, proactively reducing security risks across the organization.
- Administered IPFX and Amazon Connect, creating, editing, and deactivating user accounts to support seamless contact centre operations across teams.
- Collaborated with cross-functional IT teams on cloud infrastructure, performance monitoring, and delivered targeted user training to enhance IT policy compliance.
- Supported end-user devices and meeting-room audio/video equipment—coordinated repairs, upgrades and preventative maintenance to ensure seamless team collaboration.

Online Assistant Countdown – Auckland, August 2019 – January 2023

- Worked collaboratively with various departments to resolve inventory discrepancies, improving overall order accuracy and customer satisfaction.
- Efficiently processed 80+ orders per shift while working within a team of 5, ensuring smooth operations and adherence to high safety standards.

EDUCATION

Bachelor of Science, Computer Science - University of Auckland - June 2023

CERTIFICATIONS

Microsoft Certified: Azure Fundamentals - August 2024

Microsoft Certified: Azure AI Fundamentals - July 2024

Microsoft Certified: Power Platform Fundamentals - November 2024

Microsoft Certified: Azure Administrator Associate - In Progress

Technical Skills: PowerShell, Nintex, SQL, Linux, Microsoft 365, Amazon Connect, IPFX, Azure, Active Directory, Windows OS, macOS, Network Management, Git, HTML/CSS, Python, JavaScript, SharePoint, Incident Reporting, IT Asset Management, Microsoft Intune, Office 365, Exchange, ConnectWise Manage, Windows Server

Soft Skills: Technical Support, Problem Solving, Troubleshooting, Communications, Critical Thinking, Multitasking, Project Coordination, Customer Service, ITIL Framework, Incident documentation, Helpdesk Support

Achieved Recognition: Nominated as a candidate for the Best Customer Service Award at Ricoh, highlighting consistently high customer satisfaction and performance.