SUHENGKY

Location: Sydney, NSW Australia **| Phone:** 0415 511 637
Email: suhengky.suhengky@outlook.com **| LinkedIn:** linkedin.com/in/suhengky/

PROFESSIONAL SUMMARY

Results-driven IT graduate with a Bachelor of Information Technology (Web & App Development) and current IT Support Intern experience. Adept at learning new technologies quickly and eager to launch a career in IT support, leveraging a strong foundation in Windows OS, Microsoft 365, Active Directory, and ticketing systems. Backed by 3+ years in customer service management, bringing exceptional communication, team leadership, and problem-solving skills to the table. Recognized as a reliable, adaptable team player with a passion for helping users and translating customer service strengths into effective technical support.

SKILLS

- **Technical Skills:** Windows 10/11; Microsoft 365 (Office & Teams); Active Directory (basic user management); Ticketing Systems (Zendesk, Jira); basic networking (TCP/IP, DNS)
- **Soft Skills:** Customer service; effective communication (written and verbal); problem-solving; team leadership & collaboration; adaptability; time management.

PROJECTS (Simulated IT Experience)

- **Windows 10 Virtual Lab (2024):** Set up a Windows 10 virtual machine to practice operating system installation, configuration, and Active Directory user account management in a sandboxed environment. Gained hands-on familiarity with system setup and user administration tasks.
- **IT Troubleshooting Scenarios (2024):** Completed a series of online helpdesk simulations diagnosing common issues (network connectivity drops, software errors, printer malfunctions). Developed step-by-step troubleshooting skills and learned to resolve problems methodically, improving confidence in handling real-user issues.
- **Home Network Setup (2023):** Built a small home network with a router, PC, and laptop to understand basic networking concepts. Configured Wi-Fi security (WPA2), set up file sharing, and troubleshOot connectivity issues, reinforcing fundamental network troubleshooting and configuration skills.

PROFESSIONAL EXPERIENCE

IT Support Intern (Professional Year Program) - *Sydney International Business College (SIBC),* Sydney, NSW - **March 2025 - Present**

- Assisted the college IT department with Level 1 support tasks such as password resets, software installations, and setting up new user workstations. Provided friendly, prompt support to staff and students, drawing on customer service skills to ensure positive user experiences.
- Shadowed senior technicians to learn Active Directory user account provisioning and Microsoft 365 administration. Gained exposure to resolving common issues (e.g. connectivity failures, printer errors) and followed escalation procedures for complex problems.

- Documented frequent support issues and solutions in the team knowledge base. This improved documentation skills and demonstrated a proactive approach to learning internal processes and troubleshooting guides.

Duty Manager - *Coles Supermarket,* Sydney, NSW - **October 2021 - Present**

- Supervised daily store operations and a team of 10+ staff in a high-volume retail environment. Ensured smooth workflows and high customer satisfaction by effectively coordinating team tasks, scheduling shifts, and handling real-time operational issues.
- Resolved customer complaints and incidents promptly, achieving positive outcomes through patience and effective conflict resolution. Demonstrated strong problem-solving abilities by addressing issues ranging from pricing errors to stock outages, skills directly applicable to resolving user issues in IT support.
- Trained and mentored new employees on store procedures and customer service standards. Developed leadership and communication skills relevant to IT support, such as clearly explaining processes and providing guidance to team members (analogous to helping non-technical users understand technical solutions).

Assistant Manager - *McDonald's Australia,* Sydney, NSW - **April 2019 - December 2023**

- Led shift operations and coordinated a team of 5–7 crew members in a fast-paced food service setting. Maintained quality service and adherence to company standards during peak periods, honing the ability to work under pressure – a valuable trait for high-priority IT support situations.

- Handled customer inquiries, orders, and complaints professionally and efficiently. Cultivated excellent customer service and communication skills by resolving issues in real time and ensuring customer satisfaction, directly paralleling the customer-centric approach needed in technical support.

- Promoted to Assistant Manager from Crew Member within 2 years, reflecting a strong work ethic, rapid learning, and leadership potential. Took on additional responsibilities in scheduling, training staff, and inventory management, further developing organizational skills and accountability.

EDUCATION

Bachelor of Information Technology (Web & Application Development) - Victoria University, Sydney, NSW - Graduated March 2022

Major Projects: Built a full-stack web application as a capstone project, and completed coursework in networking, databases, and IT project management, providing a broad IT foundation.

CERTIFICATIONS & TRAINING

- **Microsoft 365 Certified: Fundamentals (MS-900):** Gained foundational understanding of Microsoft 365 services, cloud-based tools, and productivity platforms.

- **ACS Professional Year Program:** Information Technology, Sydney, NSW (2024–2025). *In progress:* Developed business communication skills and Australian workplace training; includes a 12-week IT internship (current). Expected completion June 2025.
- **CompTIA A+ Certification:** *Self-study in progress.* Gaining comprehensive knowledge of hardware, networking, and troubleshooting to validate ImT support skills (exam planned for 2025).
- **ITIL 4 Foundation (Planned):** Intend to pursue ITIL certification to deepen understanding of IT service management and best practices in helpdesk environments.
- **Full Stack Developer Bootcamp**: *AuzBiz Academy, Sydney, NSW (2024).* Gained foundational skills in front-end and back-end web development using HTML, CSS, JavaScript, and frameworks including React and Node.js.