

# UJJWAL POUDEL

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## PERSONAL SUMMARY

Detail-oriented IT Support Specialist and Networking Intern with a strong foundation from Techskills Institute training and hands-on industry experience at Agate IT. Skilled in configuring and maintaining virtualization platform, managing cloud services (Azure, Office 365), and supporting network infrastructure (routers, switches, VLANs, Unifi, Omada). Adept at diagnosing hardware, software, and connectivity issues while delivering exceptional customer service and end-user support. Proficient in Windows and Linux environments, with developing expertise in automation (Python, PowerShell) and IT security practices. Recognised for a problem-solving mindset, adaptability, and strong communication skills, with a proven ability to work collaboratively in team-oriented and client-focused environments.

## TECHNICAL SKILLS

<b>Hardware &amp; network</b>	Installation, configuration, VLAN setup, router & switch management (CLI & Web GUI)
<b>Operating system</b>	Windows 7,8,10, Windows server 2019, MacOS, Linus
<b>Cloud technologies</b>	MS Azure, Azure AD, Office 365, VMware ESXi, Proxmox VE, OneDrive, MS Teams
<b>Backup technologies</b>	Windows Backup, Office365 Backup
<b>Applications</b>	MS Office 365 desktop apps, MS project, Visual Studio, CISCO
<b>Databases</b>	SQL Server, Access, Relational Database
<b>Networking</b>	DHCP, DNS, TCP/IP, VLANs, Unifi Controller, Omada Controller

## PROFESSIONAL EXPERIENCE

### IT Networking & Cloud Intern | IT Technician

Jul 2025 - Present

Agate IT - Sydney, Australia

- Assisted in the deployment and management of cloud and virtualization platforms, including VMware and Proxmox.
  - Configured and maintained virtual machines, VLAN-aware networks, and storage environments to support enterprise operations.
  - Supported Azure and Office 365 services, including account setup, cloud integration, and security updates.
  - Configured switches and routers via Web GUI and terminal, following documentation and best practices. Installed devices in server racks, connected, and initialized equipment.
  - Created and managed a Unifi Cloud Controller on Ubuntu Server, adding and configuring new Access Points for enterprise wireless networks.
  - Gained hands-on experience with enterprise networking tools, including Omada TP-Link and Unifi systems for monitoring and management.
  - Monitored and resolved networking and virtualization issues, ensuring uptime and stable performance.
  - Collaborated with senior engineers to document workflows, configurations, and IT security best practices.
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## **IT Support Specialist – In-Training**

**Mar 2024 – Dec 2024**

Techskills Institute - NSW, Australia

- Troubleshooting technical issues on equipment such as printers, scanners and other peripherals
- Providing customer service and resolving technical issues via email, phone, and the internet
- Setting up computer networks and installing software and hardware
- Performing Windows OS installation, upgrade, and deployment
- Using ticketing systems to manage and process support actions in response to requests
- Performing troubleshoot on network errors using remote connection applications
- Training end users on how to use various hardware and software
- Assisting clients with Active Directory and Office 365 support, including user creation, password resets, account lockouts, and other tasks

## **OTHER EXPERIENCE**

### **Store Manager – Part-Time**

**Nov 2021 – Present**

7-Eleven - Artarmon, Sydney, Australia

- Overseeing the daily operations of the store and ensuring that store runs smoothly and efficiently
- Recruiting, training, and managing sales associates, cashiers, and other staff members
- Maintaining accurate inventory and ensuring the store is properly always stocked
- Ensuring that the store is visually appealing and products are displayed in an attractive manner
- Managing store's finances by monitoring expenses
- Keeping the store safe and complying with all health and safety regulations
- Ensuring that customers receive excellent customer service and satisfaction

### **Assistant in Nursing – Part-Time**

**Apr 2022 – Jun 2025**

Anglicare Brian King Garden - Castle Hill, Australia

- Assisted patients with daily activities like bathing, dressing, grooming, and feeding
- Monitoring patient's vital health signs, including blood pressure, heart rate, and temperature
- Provided emotional support to patients during stress or illness
- Documented and updated patient care and medical records
- Maintained clean and safe environment for patients
- Communicated with healthcare professionals in case of medical emergencies

## **CORE COMPETENCIES**

- Excellent Interpersonal Abilities | Demonstrated Communication Abilities
- Self-Driven | Versatile | Tech-Savvy | Attention to detail
- Team Leader/Player | Excellent Customer Service | Time Management
- Troubleshooting | Positive Attitude | Can-do Attitude

## **EDUCATIONAL & TRAINING**

### **Masters of ICT Research || 2024- 2025**

Melbourne Institute of Technology- Sydney Australia

### **Bachelor of Information Technology || 2021-2022**

Kings Owns Institute- Sydney, Australia

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**Diploma in Information and Communication Technology || 2020 – 2021**

Western Sydney University International College- Sydney, Australia

**CERTIFICATION**

**CCNA R&S: Introduction to Networks course || 2020**

Cisco Networking Academy

**First Aid and CPR certificate || 2025**

Vital First Aid Training Services

**LANGUAGE**

English: Native Proficiency

**REFERENCES**

Available upon request

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