

# UJJWAL POUDEL

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## PERSONAL SUMMARY

Detail-oriented IT / Network Support Technician with a strong foundation from Techskills Institute training and hands-on industry experience at Agate IT. Skilled in configuring and maintaining virtualization platforms, 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 7/8/10/11, 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>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.

## **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

## **Store Manager – Part-Time**

**Nov 2021 – Nov 2025**

7-Eleven - Artarmon, Sydney, Australia

- Managed daily store operations, ensuring smooth workflow and efficient performance.
- Recruited, trained, and supervised staff while fostering teamwork and motivation.
- Maintained inventory, managed finances, and ensured visually appealing store displays.
- Ensured compliance with health, safety, and security regulations while delivering excellent customer service.
- Applied leadership, problem-solving, and attention-to-detail skills to improve store efficiency and team performance.

## **PROJECTS**

### **Personal Portfolio Website – GitHub & Domain Hosting (2025)**

- Built a portfolio website using HTML, CSS, and React, hosted on GitHub Pages.
- Linked a custom domain via Cloudflare, managing DNS and mail records.
- Set up Zoho Mail with domain integration and enabled SSL/TLS for secure access.

### **Virtualization & Network Lab – Proxmox VE (2025)**

- Deployed Proxmox VE to create and manage virtual machines for testing and lab environments.
- Configured VLANs, network bridges, and storage for isolated virtual networks.
- Monitored system performance and optimized resource allocation for stability.

## **EDUCATIONAL & TRAINING**

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

Melbourne Institute of Technology- Sydney Australia

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

Kings Owns Institute- Sydney, Australia

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

Western Sydney University International College- Sydney, Australia

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## **CERTIFICATION**

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

Cisco Networking Academy

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

Vital First Aid Training Services

## **REFERENCES**

Available upon request

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