

## SUMMARY

IT Desktop Support Specialist with over one year of experience providing on-site and remote support in enterprise environments. Proven ability to troubleshoot and resolve technical issues while ensuring adherence to SLAs. Skilled in customer communication, incident management, and technical support, with a commitment to continuous learning and development.

## PROFESSIONALLY CERTIFIED

- Amazon Web Services- Solution Architect
- Certified Network Security Specialist
- Google IT Support- Coursera

## PROFESSIONAL EXPERIENCE

**May 2021 –May 2022**

**Prominent Pixel, India**

Jr.IT Support Engineer

- MS Word, Excel, Power Point
- Xerox, Konica Printer/Scanner
- Windows Server 2008-2016 & OS -7, 10,11
- Active Directory
- MS Teams, Zoom, Adobe Connect
- Construct, install, and test customized configurations for various platforms and operating systems.
- Install, configure, test, maintain, monitor, and troubleshoot end user and network hardware, peripheral devices, printing/scanning devices, presentation equipment, software, and other products to deliver required desktop service levels.
- Possess an understanding of basic security concepts, including firewalls, antivirus, and malware protection.
- Familiarity with remote desktop access tools like TeamViewer and Remote Desktop Connection.
- Proficient in Active Directory management, including user creation, password change, managing groups, and group policy objects (GPO).
- Prepare tests and applications for monitoring desktop performance and provide corresponding statistics and reports.
- Ensure endpoint security through Quick Heal and Escan Antivirus software.
- Recover data from external hard drives, PCs, and Android devices by utilizing free software like Recuva.
- Provide remote desktop support through various software such as Skype, TeamViewer, Any desk, and Intelli Admin.

**Sep 2024 – Present**

**ARRCS, Darwin, Australia**

Information System and Technology Intern

- Provided technical support to IT infrastructure, troubleshooting and resolving issues with PCs, printers, and LANs within the organization.
- Managed incident response, ensuring accurate logging of tickets and timely resolution in alignment with SLAs.
- Supported user training sessions, helping users effectively utilize IT systems, including Office 365 and Microsoft Teams.
- Administered Active Directory, managing user accounts, passwords, and group policies to ensure seamless access and security compliance.
- Assisted in the development and deployment of PowerApps to streamline internal processes and

improve efficiency across departments.

- Contributed to projects involving SOE (Standard Operating Environment) deployment, ensuring systems adhere to organizational standards.
- Maintained endpoint security by monitoring and troubleshooting security software, including antivirus and firewall systems.

## DEGREE RELATED PROJECTS

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- **Network Penetration Testing – Term 2 | Charles Darwin University**

During the penetration testing project, Nmap was used for network scanning and port discovery, Metasploit for exploiting vulnerabilities, and John the Ripper for password cracking.

By identifying and exploiting critical vulnerabilities, strong technical skills were demonstrated in assessing and mitigating security risks.

Based on the findings of the penetration testing exercise, valuable insights and recommendations were provided to enhance the target system's security posture.

## EDUCATION AND PROFESSIONAL DEVELOPMENT

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|---|------------------|
| ● <b>Master in IT (Cyber Security)</b><br>Charles Darwin University – Darwin, Australia | <b>2023-2025</b> |
| ● <b>Master of Computer Application</b><br>Atmiya University – Gujarat, India           | <b>2018-2022</b> |
| ● <b>Bachelor of Computer Application</b><br>M. & N. Virani Science College – India     | <b>2015-2018</b> |

## PROFESSIONAL MEMBERSHIP

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- Australian Information Security Association (AISA) Student Member
- Australian Computer Society (ACS) Associate Member
- International Information System Security Certification Consortium (ISC<sup>2</sup>) Member

## VOLUNTEERING EXPERIENCE

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- Volunteer, Atmiya University Alumni Function (Atmiya University)
- Volunteer, Science Fair (Atmiya University)
- Volunteer, Independence Day Celebration in India
- Volunteer, Holi Festival (Organized by the Indian Student Forum Group in Darwin)
- Co-lead Volunteer, BAPS Organization(Darwin, Australia)

## REFERENCES

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- **Nicholas Kirlew (ICT Manager at ARRCs)**  
0447020180
- **Ajay Patel(Graduate ICT Consultant at NTG)**  
0470648074