

Arish Acharya

IT Engineer

IT Engineer with 4+ years of experience in providing high-level IT support, systems administration, and network troubleshooting. Proficient in managing complex server environments, cloud technologies, and security protocols. Skilled at optimizing infrastructure, improving IT processes, and delivering exceptional user support. Seeking to leverage strong technical expertise and problem-solving abilities to contribute to a forward-thinking IT team in Australia.

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📍 Perth

🌐 www.Arish.app

🐙 github.com/acharyaarish

EDUCATION

Master of Data Science

University of Canberra

2022 - 2024

Major

- Machine Learning
- Database Systems

Bachelor of Computer Networking & IT Security (Honors)

London Metropolitan University

2017 - 2020

Courses

- Computer Networking
- Cloud Computing

WORK EXPERIENCE

IT Support Specialist

Shoes and Sox

08/2022 - 11/2024

Canberra, Australia

<https://shoesandsox.com.au/>

Achievements/Tasks

- Provided front-line technical support for 500+ users across multiple sites, achieving a 98% resolution rate within SLA, improving overall system uptime by 15%.
- Managed and maintained Microsoft Server infrastructure, including Active Directory (AD), Group Policy, and file/print services, ensuring 99.9% system uptime and minimizing disruption to operations.
- Monitored and maintained Veeam backup solutions, ensuring 100% data integrity and compliance with corporate data retention policies, reducing potential data loss risks.
- Administered and optimized video conferencing systems (Zoom, Teams) for remote teams, improving communication efficiency by 30% and reducing meeting disruptions.
- Implemented and optimized security controls, leading to a 20% reduction in vulnerabilities, ensuring the organization's compliance with accredited systems validation standards.

Information Technology Support Engineer

Nepal Oil Corporation

11/2019 - 07/2022

Kathmandu, Nepal

<https://noc.org.np/>

Achievements/Tasks

- Led a cross-functional team to successfully configure and deploy network infrastructure for 25+ branches across the nation, achieving 99.9% connectivity uptime and consistent performance.
- Provided 1st and 2nd level support for Microsoft 365 and Dynamics 365 applications, achieving a 95% user satisfaction rate and reducing service desk incident tickets by 25%.
- Administered Active Directory (AD) environments, managing user accounts, security groups, and access control, improving system security and user management efficiency by 30%.
- Developed and maintained IT procedure manuals and guides, reducing onboarding time for new IT staff by 50% and ensuring smoother daily operations.

TECHNICAL SKILLS

AWS (EC2, S3)

Microsoft Azure

VMware

Hyper-V

Python

JavaScript

React

MySQL

SQL Server

Active Directory

Intune

Defender

Firewall

Veeam

Acronis

Agile Methodology

Jira

PERSONAL PROJECTS

Car Wash Business Website

<https://www.ultimateautodetail.com.au/>

- Developed a responsive, SEO-optimized website using **Next.js**, increasing the business's online visibility by 15% through Google Ads campaigns and improving customer engagement via integrated service booking functionalities.

Personal Finance Manager

<https://github.com/acharyaarish/Finance-Manager>

- Built a full-stack web application using **React** and **Firestore** for managing personal finances, resulting in improved user decision-making and enhanced data security features.

Wildlife Incidents Dashboard

https://github.com/acharyaarish/Python_Dashboard

- Created an interactive dashboard using Dash, Plotly, and Pandas for visualizing wildlife incident data in Canberra, offering insights into seasonal trends and incident hotspots, hosted on **AWS** for scalable performance.

ACHIEVEMENTS

Successfully led the first ERP SAP S/4HANA implementation for Nepal Oil Corporation, ensuring 100% data entry accuracy and a seamless transition to the cloud.

Led the rollout of a new CRM system for Shoes & Sox, trained all staff across Australia, and saved 10% of the store budget for NSW and ACT by identifying off-time hours.

BOOTCAMP & CERTIFICATIONS

MODIS Microsoft Bootcamp (2 Weeks)

Microsoft Azure Fundamentals (AZ-900)

ITIL Foundation Certificate in IT Service Management

CompTIA A+ Certification

INTERESTS

Hiking

Dogs

Coffee