

Arish Acharya

IT Engineer

IT Engineer with 3+ 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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🌐 www.Arish.app

🐙 github.com/acharyaarish

EDUCATION

Master of Data Science

University of Canberra

2022 - 2024

Major

- Machine Learning
- Python Programming
- Regression Modelling
- Database Systems

Bachelor of Computer Networking & IT Security (Honors)

London Metropolitan University

2017 - 2020

Courses

- Computer Networking
- IT Security
- CCNA & COMPTIA A+
- Cloud Computing

WORK EXPERIENCE

Data Analyst Intern

Austriathlon

08/2022 - 11/2024

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

Canberra, Australia

Achievements/Tasks

- Automated the processing of large national and international triathlon cycling datasets, eliminating manual calculations and enhancing visualization accuracy.
- Designed and implemented an R-based system for real-time lap tracking and performance analysis, improving data reliability and efficiency.
- Developed interactive Power BI dashboards to present key performance insights, enabling data-driven decision-making for athletes and coaches.

Information Technology Support Engineer

Nepal Oil Corporation

11/2019 - 07/2022

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

Kathmandu, Nepal

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.
- 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.

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 **Firebase 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 implementation of an automated data processing system for Austriathlon, trained key stakeholders, and reduced 100% of manual effort while improving data accuracy.

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