Arish Acharya

+61450524529 | arishacharya@outlook.com | Wembley, WA | www.Arish.app

Professional Summary

IT Support Engineer with over four years of experience in providing enterprise-level IT support, systems administration, and network troubleshooting. Demonstrated expertise in managing Microsoft Server environments, Active Directory, virtualization technologies (Hyper-V, VMware), and backup solutions (Veeam). Skilled in IT asset management, incident response, and delivering excellent user support across multi-site commercial environments. Committed to fostering a culture of service excellence, process improvement, and operational efficiency.

Core Competencies

- **Technical Support:** Proven expertise in troubleshooting hardware/software issues, managing incidents, and delivering Level 1/2 support.
- **Systems Administration:** Skilled in administering Microsoft Servers (2003-2016), Active Directory, Group Policy, and Microsoft Exchange/O365 hybrid environments.
- **Network Support:** Proficient in diagnosing and troubleshooting physical and logical network issues, including VOIP and unified communications.
- **Backup & Recovery:** Experience in managing backup technologies like Veeam and ensuring business continuity.
- **Virtualization:** Hands-on experience with Hyper-V and VMware administration and maintenance.
- **Documentation:** Adept at creating end-user guides, technical process manuals, and compliance documentation.
- **IT Asset Management:** Expertise in IT hardware provisioning, lifecycle management, and vendor coordination.
- **Security Compliance:** Knowledgeable in adhering to cyber security controls and standards.

Work Experience

SHOES & SOX, Woden
IT Support Specialist (August 2022 – November 2024)

- Provided front-line technical support for 500+ users across a multi-site environment, achieving a 98% resolution rate for incidents.
- Managed Microsoft Server infrastructure, including AD, Group Policy, and file/print services, ensuring minimal downtime.
- Monitored and maintained backup systems using Veeam, ensuring data integrity and compliance with corporate policies.
- Administered video conferencing solutions and troubleshooting AV facilities to support seamless remote collaboration.
- Implemented security controls, reducing vulnerabilities by 20%, and assisted with compliance for accredited systems validation.

Nepal Oil Corporation, Nepal
IT Support Officer (November 2019 – June 2022)

- Delivered end-user support for Microsoft 365 and D365 applications, enhancing productivity and user satisfaction.
- Administered Active Directory, managing user accounts, security groups, and access control in cooperation with HR.
- Supported server and network infrastructure, including patch management, WSUS configuration, and hardware diagnostics.
- Documented IT procedures, developed how-to guides, and maintained asset tracking systems to streamline operations.
- Assisted with the commissioning and decommissioning of site infrastructure, ensuring smooth transitions during IT changes.

Education

Bachelor of Computer Networking and IT Security (Honors)
London Metropolitan University | 2017 – 2020

Certifications

- Microsoft Certified: Azure Fundamentals
- ITIL Foundation Certificate in IT Service Management
- CompTIA A+ Certification

Technical Skills

- **Operating Systems**: Microsoft Windows XP to Windows 11, primarily Windows 10; Microsoft Server 2003-2016.
- **Applications**: Microsoft Exchange 2010/O365 Hybrid, D365, SCCM, Symantec SEP.
- **Networking**: VOIP, unified communications, patching fiber / ethernet, network diagnostics.
- **Virtualization**: Hyper-V, VMware.
- **Backup Solutions**: Veeam, WSUS.
- **Programming/Scripting**: PowerShell scripting.
- **Mobile Platforms**: Android, Apple iOS.

References

Reference will be provided upon request.