Arish Acharya

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Professional Summary

Proactive and detail-oriented IT Support and Data Analysis Professional with over 4 years of experience in providing comprehensive technical support and managing IT systems. Skilled in Microsoft Office 365, Windows 10/11, Azure, SharePoint, and PowerBI. Adept at data visualization, process automation, and troubleshooting. Demonstrates strong problem-solving abilities, stakeholder engagement skills, and a commitment to leveraging technology for operational efficiency.

Key Skills

- IT Helpdesk Support and Troubleshooting
- Microsoft Office 365 & Azure Administration
- Windows 10/11 System Maintenance
- Networking Fundamentals
- PowerBI (DAX and Power Query), R Programming
- SharePoint, PowerApps, and Power Automate
- IT Policy Development and Implementation
- Data Analysis and Visualization
- Stakeholder Communication and Training

Work Experience

SHOES & SOX, Woden

IT Support (August 2022 – November 2024)

- Delivered Level 1 and Level 2 technical support to store staff, resolving hardware, software, and POS system issues efficiently.
- Maintained and monitored in-store network infrastructure, ensuring uninterrupted operations.
- Implemented IT inventory management processes, tracking devices and peripherals to ensure operational readiness.
- Trained team members on IT systems and tools, improving overall productivity and reducing technical errors.
- Collaborated with external vendors to customize software solutions for business requirements.

Nepal Oil Corporation, Nepal

IT Support Officer

(November 2019 – June 2022)

- Led the implementation of IT systems across 25 branches, achieving a 97% uptime rate and improving operational efficiency.
- Migrated employee records to SAP ERP with 100% data accuracy, ensuring confidentiality.
- Provided end-user support, resolving technical issues related to hardware, software, and network systems.
- Developed IT training programs for employees, boosting productivity and technological adaptability.
- Enforced data security protocols, ensuring compliance with organizational policies.

AusTriathlon, Canberra

Data Analyst Intern

(March 2024 – July 2024)

- Automated the processing and analysis of national and international triathlon cycling datasets using R Programming, reducing manual effort by 100% and increasing data accuracy.
- Designed and implemented dynamic dashboards in PowerBI, integrating DAX and Power Query to visualize race lap trends and athlete performance metrics effectively.
- Developed a robust calculation system for race laps using R, enabling in-depth analysis and real-time tracking of player performance during events.
- Presented compelling data-driven insights to stakeholders via interactive PowerBI reports, facilitating informed decision-making for performance improvement.

Education

Bachelor of Computer Networking and IT Security

London Metropolitan University | 2017 – 2020

Certifications

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

References

Reference will be provided upon request.