

# Alisha Bhandari

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**Address:** Hobart, Tasmania

## CAREER OBJECTIVE

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Result-driven IT professional with a proven track record in providing comprehensive support across various IT functions. A graduate of Information Technology, skilled in delivering exceptional customer service and ensuring seamless operations through efficient technical assistance. Well-versed in utilizing technology tools and systems to enhance user experiences and optimize workflows. Actively seeking a role as an IT professional in a multicultural workspace, leveraging my technical expertise and dedication to providing outstanding support in diverse IT industry.

## KEY STRENGTHS

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- Career progress oriented through professional networking and PD activities, Dedicated to self-development and growth as part of a business.
- Strong attention to detail demonstrated by accurately performing administrative tasks and maintaining meticulous records.
- Excellent communication skills developed through extensive customer service experience, ensuring seamless interactions with clients and colleagues.
- Collaborative team player with a track record of building positive relationships and working cohesively to achieve common goals.
- Adaptable and quick learner, continuously staying updated with the latest industry trends and technologies to remain at the forefront of IT advancements.
- Detail-oriented and meticulous in conducting thorough research and analysis to inform decision-making and problem-solving processes.

## TECHNICAL SKILLS

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- Ticketing Software (ServiceNOW & JIRA)
- Active Directory (Azure – Microsoft Exchange, SQL)
- Identity and Access Management
- Office 365 Suite Support
- Remote Assistance Support (ConnectWise)
- Printer and Hardware Support
- Microsoft Intune
- WordPress and DreamWeaver
- JavaScript, HTML, HTML5, PHP

## EMPLOYMENT HISTORY

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**Job Title:** IT Support

**August 2021 – current**

**Company Name, City:** LifeReignite Pty. Ltd

**Responsibilities:**

- Provide administrative support, including assisting Senior Managers with the preparation of reports, confidential correspondence, and other sensitive business documentation.
- Provide high level secretarial support, including preparing and compiling meeting agendas, papers and minutes.
- Set up templates and databases, undertake Word processing and data entry, utilising a range of software packages with a high degree of accuracy.
- Manage and maintain website and its contents, ensuring consistent updates and a user-friendly experience
- Troubleshooting technical issues, scripting, reporting and process improvements.
- Diagnose and resolve IT, server and network problem and if necessary, liaise with third party service providers for problem diagnosis and rectification.

**Job Title: IT Support**

**Oct 2022– Feb 2023**

**Company Name, City: Australian Global College, Sydney**

**Responsibilities:**

- Assisted the operational team to run day to day education services by providing effective administrative support.
- Assisted the academic manager to prepare and record student data into student management system: aXcelerate
- Monitored, reviewed and maintained web content by regularly reviewing and refreshing content, to ensure accurate and current information.
- Initiated and implemented ticketing system, resulting in enhanced customer satisfaction through timely and efficient responses to inquiries and technical issues.

**Job Title: Barista**

**Feb 2023 – current**

**Company Name, City: Groundsman Espresso, Bellerive, Hobart, Tasmania**

**Job Title: Manager /Barista**

**January 2021- March 2023**

**Company Name, City: Café Tabouli, Homebush, Sydney**

**Job Title: Crew Member**

**Jan 2019- Dec 2021**

**Company Name, City: McDonald's NorthRyde, Sydney**

**Responsibilities:**

- Manage all aspects of the cafe's day-to-day activities, including opening and closing procedures, ensuring smooth service, and maintaining cleanliness and hygiene standards.
- Ensure exceptional customer experiences by addressing customer inquiries, handling complaints, and maintaining a welcoming and friendly atmosphere.
- Monitor and control inventory levels of food, beverages, and cafe supplies, ensuring appropriate stock levels, minimizing waste, and managing supplier relationships.

- Foster positive relationships with the local community and nearby businesses to enhance the cafe's reputation and increase foot traffic.
- Monitor food and beverage quality, presentation, and consistency to uphold the cafe's standards and reputation for excellence.

## EDUCATION

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**The ACS Professional Year Program**  
QIBA, Hobart Campus

**Feb 2023- Present**

**Bachelor of Information Technology**  
Kent Institute Australia, Sydney

**March 2021 – July 2022**

**Advance Diploma of Information Technology**  
Australian College of Technology, Sydney

**Jan 2019– Nov 2020**

## ACHIEVEMENTS/AWARDS

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- Received Employee of the Year 2022 – Café Tabouli (Homebush)

## PROFESSIONAL AFFILIATIONS

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- Australian Computer Society (ACS)  
Member ID: 4359063

## REFERENCES

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Name: David Griffiths  
Company: LifeReignite Pty. Ltd.  
Email: [david@lifereignite.com.au](mailto:david@lifereignite.com.au)  
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Name: Laba Abi Assaf  
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