

ANISH KHATRI

ASCOT PARK, 5043

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PROFESSIONAL PROFILE

I am a customer-focused and technically proficient IT professional with experience providing Level 1 service desk support. I am able to effectively troubleshoot and resolve a wide range of technical issues, including software, hardware and network problems. I have strong communication skills and am able to clearly explain technical solutions to non-technical users. I am also able to prioritize and manage multiple tasks and requests simultaneously. I am proficient in using ticketing systems and familiar with ITIL framework.

I am dedicated to providing excellent customer service and am committed to finding the best solution for the user. I am a quick learner and able to adapt to new technologies and software. With my technical skills, problem-solving abilities and customer service orientation, I am confident in my ability to provide effective and efficient service desk support.

EDUCATION

BACHELOR OF INFORMATION TECHNOLOGY - GRADUATED

Federation University | 2019-2022

HIGH SCHOOL

Amar Higher Secondary Boarding School | 2016-2019

KEY SKILLS SUMMARY

- Troubleshooting and problem-solving skills to diagnose and resolve technical issues
- Strong knowledge of computer hardware, software, and operating systems
- Excellent communication and customer service skills
- Ability to work well under pressure in a fast-paced environment
- Experience with remote support tools and technologies
- Knowledge of ITIL and IT service management best practices
- Familiarity with incident management and ticketing systems
- Ability to work independently and as part of a team
- Good organizational skills and attention to detail
- Flexibility to work outside of normal business hours if needed.

PROFESSIONAL EXPERIENCE

ANALYST/DEVELOPER

IIBIT- FEDERATION UNIVERSITY -FINAL PROJECT

- Worked in the role of analyst and developer in a group for the development of zym website from scratch.
- Familiar with Django Framework and coding language python, html, css and javascript.
- Experience in using Tableau, SAS analytics, aws and other softwares.
- Experienced in managing the documents version and workflow within the team.

EMPLOYMENT HISTORY

PERSONAL CARE WORKER

PRIME MEDICAL 04/2022 - PRESENT

- Experience using electronic medical records systems to document clients' health information
- Familiarity with communication tools such as Skype and Facetime to keep in touch with clients' families
- Experience with scheduling and monitoring systems to track clients' care plans and appointments
- Ability to provide basic technical support and troubleshoot issues with technology systems and devices used in the aged care facility.
- Understanding of how technology can be used to enhance the care and support of elderly clients.

TEAM MEMBER

WOOLWORTHS SUPERMARKET 09/2021 - PRESENT

- Basic knowledge of computer hardware, software and operating systems
- Familiarity with point-of-sale (POS) systems, barcode scanners and other retail-specific IT equipment
- Strong customer service and communication skills
- Ability to assist customers with basic technical issues and provide guidance on using IT systems
- Basic understanding of network infrastructure and troubleshooting
- Experience with incident management and ticketing systems
- Good organizational skills and attention to detail
- Ability to work well under pressure in a fast-paced environment
- Ability to learn and adapt to new technologies quickly
- Flexibility to work outside of normal business hours if needed
- Experience in retail or customer-facing roles is a plus.

TEAM MEMBER

MACDONALDS 01/2020 - 12/2022

- Following established procedures for incident management and escalating issues to the appropriate team members
- Experienced with how the macdonalds system works,

PERSONAL ATTRIBUTES

- Strong communication and interpersonal skills
- Ability to work independently and as part of a team
- Proficient in Microsoft Office and electronic medical record systems
- Competent in English
- Valid South Australian driver's license and reliable transportation