Sudip Ojha

0457 949 567 | ankeet.ankeet13@gmail.com | Sydney

Professional Summary

Being a highly motivated, detail orientated individual with a strong work ethic, and exceptional organizational and communication skills, I am an IT student looking forward to maximizing my abilities while also learning new skills and pursuing a challenging career in a competitive environment that will provide me with opportunities for long-term development and growth in my chosen vocation. Being a friendly and engaging team player, I am **eager to support the development of the organization and the success of the team.**

Skills

- Microsoft 365 Administration
- Windows & Linux Operating Systems (Client & Server)
- Network Troubleshooting (Cisco Routers, Switches, VLANs, DHCP, DNS, TCP/IP)
- Active Directory & Group Policy Management
- Technical Troubleshooting (Hardware & Software Diagnostics)
- Microsoft Azure & Intune
- Virtualization & Remote Desktop Management (VMware, Hyper-V, VirtualBox)
- IT Support & Helpdesk Operations
- Basic Cybersecurity & Endpoint Protection
- Programming & Scripting (Python, Bash, PowerShell)
- Web Development (HTML, CSS, JavaScript)
- Technical Documentation & Reporting
- Strong Verbal & Written Communication Skills
- Problem-Solving & Critical Thinking
- Time Management & Ability to Work Under Pressure
- Attention to Detail & Accuracy
- Quick Learner & Adaptable to New Technologies

Experience

IT Support Officer   *Apr 2025 – Present*

Sunblest Pty Ltd, North Willoughby, Sydney

- Provide Level 1 & 2 IT support for 30+ staff: desktop builds, Windows 10/11 configuration, software deployment and updates
- Troubleshot network connectivity issues.
- Manage inventory of hardware & peripherals, coordinate replacements and repairs
- Maintain Active Directory accounts, group policies and Intune device compliance
- Support Windows and Few macOS devices: installation, configuration, and troubleshooting.
- Maintain IT asset database, track lifecycles, and ensure license compliance

Store Assistant   *2018 – 2020*
Madi Book Store, Chitwan, Nepal

- Managed daily bookkeeping, processed transactions, and maintained sales records with accuracy.
- Assisted in troubleshooting and maintaining Xerox machines and printers to ensure operational efficiency.
- Developed a basic data entry system to improve record-keeping and accuracy.
- Utilized inventory management techniques to streamline stock tracking and minimize downtime.
- Applied technical problem-solving to diagnose and resolve equipment issues

Home Lab Setup   *July 2024 – Present*
Sydney

- Designed and built a personal IT lab to gain hands-on experience with network infrastructure and troubleshooting.
- Configured CISCO routers and switches using CLI over PuTTY, simulating real-world networking environments.
- Implemented complex network configurations, enhancing practical knowledge of routing, switching, and security protocols.
- Applied network troubleshooting techniques to diagnose and resolve connectivity and performance issues
- Bridged the gap between theoretical concepts and industry practices by replicating enterprise-level network setups

Education

Bachelor Of Information Technology   *Apr 2022 – May 2025*

Victoria University, Sydney

- Programming languages
- Database Management
- Software Development/Web development
- Networking and Security
- Operating Systems
- Cloud Computing
- IT project Management