

Ankit Rauniyar

Service Desk Analyst, CCNA, AWS Certified

Tech-savvy and hardworking personnel, wanting to soar higher in IT.



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📍 Ascot Vale, Victoria, Australia

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EDUCATION

Bachelor of Information Technology Melbourne Polytechnic

07/2018 - 06/2021

Preston, Victoria

Courses

- Major in Network Security

Year 12 New Horizon College

07/2015 - 05/2017

Butwal, Nepal

Courses

- Physical Science with 83%

WORK EXPERIENCE

Service Desk Analyst Securelogic Solutions

12/2020 - Present

Melbourne, Australia

MSP

Achievements/Tasks

- Provide level 1 and 2 support to clients through calls or helpdesk system using RMM tools.
- Network and Hardware troubleshooting (Servers, Switches, Firewalls, PCs).
- Onboarding and Offboarding of users for clients' organisation by using On-prem and Azure AD.
- Monitoring, management, and support of network infrastructure (Windows Server, Exchange / Office 365).
- Management of VOIP systems for clients (3CX, Avaya).

Network Technician Subisu Cablenet Pvt Ltd

07/2016 - 02/2018

Kathmandu, Nepal

One of the leading ISPs of Nepal.

Achievements/Tasks

- Installed and wired many homes and offices with Fiber cables for internet supply.
- Provide onsite and remote support to users.

ORGANIZATIONS

Leo Club of Butwal New Horizon (Leo District 325B2)
(2015 - Present)

Member ID: 4071269

Association for Women's Rights in Development
(2020 - Present)

Individual Member

Beyond Blue (2020 - Present)

Blue Voices

Australian Red Cross (2020 - Present)

Youth Member

SKILLS

Routing

Switching

Desktop Troubleshooting

Network Troubleshooting

Office Skills

Teamwork

Customer Service

Cloud Computing

AWS

Network Design

CERTIFICATIONS

AWS Certified Cloud Practitioner (07/2020 - 07/2023)

Cisco Certified Network Associate (CCNA)
(07/2020 - 07/2023)

Cisco Certified Entry Networking Technician (CCENT)
(09/2018 - 07/2023)

LANGUAGES

English

Full Professional Proficiency

Nepali

Native or Bilingual Proficiency

Hindi

Professional Working Proficiency

INTERESTS

Networking

Cloud

Cloud Computing

Artificial Intelligence

Hacking

Network Automation

Reading

Cricket