ARJUN CHAPAGAIN

IT Support | System Analyst | Cloud Engineer

0414350801 | **Championarjun27@gmail.com** | Campsie, 2194 NSW

Technical Skills

Computer Software & Hardware:

- GenAI
- Linux/Unix; windows Troubleshooting
- Vendor management
- Remote support
- Ticketing system, Escalation and resolve

- Switches, Servers and routers management
- Automation
- Aws Cloud IAM and resource control

Employment History

System and Network Admin, *Amazon commercial pty.ltd*   **October 2021 – Present**

- Troubleshooting Windows and Linux Systems and providing support.
- Creating and resolving tickets for multiple sites.
- Network Support, Troubleshooting switches and internet connectivity.
- Assembling workstations and business printers.
- Connecting and managing networking hardware and wall patching.
- Creating and managing final documents of the project.

IT Total Solutions Pty. Ltd., Sydney: **June 2018 - August 2019**

- Deploying and supporting desktops/laptops, phone systems, video conferencing.
- Operated ticketing system, Backups, and Active Directory.
- Assisted in troubleshooting, diagnosing, testing and resolving system problems and issue.
- Provisioning organization resources to employees.
- Implemented cybersecurity policies and best practices.

Education:

Master of Information Technology,
Queensland University of Technology, Brisbane

References:
Can be provided on request.