

ASIM SHRESTHA

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PROFESSIONAL SUMMARY

IT Support Technician with dedication, experience, and passion in customer service and ticketing systems. Experienced in System Configuration, hardware and software configuration, and troubleshooting. Extremely knowledgeable with MS Office, Remote Support, Ticketing System and Intrusion Detection. Equipped with excellent Customer Service abilities and Communication skills. Possess impeccable IT Support and Troubleshooting expertise. Currently looking for an IT Support position where I can apply my technical abilities and broaden my understanding of various technologies.

TECHNICAL SKILLS

Hardware & Network	Installation, Configuration, Assembly, Maintenance
Operating System	Windows
Cloud Technologies	Office 365, MS Azure, One Drive
Backup Technologies	Windows Backup, Office365 Backup
Applications	MS Office 365 Desktop Apps, MS Project, Visual Studio
Networking	DHCP, DNS, TCP/IP, Router, Switches
Languages	HTML, CSS, Javascript, Java
Antivirus and Email	TrendMicro
ITSM ticketing system	JIRA
Remote Monitoring tools	TeamViewer

IT Support Specialist – In-Training

March 2023 –

present

JB Metro – Sydney, Australia

- Responding to customer's queries to have better understanding of their situation
- Performing and monitoring backups for PC and Windows Server
- Troubleshooting remotely using TeamViewer and other remote connection applications
- Managing users on Office 365 and Active Directory like user creation, and password resets
- Carrying out computer configuration, installation, assembly, disassembly and upgrade
- Performing Windows OS installation, upgrade and deployment work
- Managing and coordinating ticket through OS Ticketing system
- Troubleshooting technical issues on equipment such as printers, scanners and other peripherals

Customer Service Team Member – Part-Time

Jun 2021 – Present

Coles Eastgardens – Sydney, Australia

- Responding promptly to customers' inquiries and communicating with them through various channels
- Directing them to the required aisle and suggesting the products based on the interaction
- Keeping records of customer interactions, transactions, comments and complaints
- Processing the payments by accepting cash, taking credit/debit card payments
- Keeping the store clean, arranging the products in the shelves and making it presentable
- Monitoring and managing the stocks in the display shelves and inventory and ordering new stocks as required
- Entering and updating customer information to our Point of Sale software as needed
- Communicating and coordinating with colleagues as necessary

Customer Service and All Rounder – Part-Time
KFC North Ryde – Sydney, Australia

Jan 2019 – May 2021

- Greeted and welcomed the customers and promptly responded to their queries
- Escorted them to the dining section
- Presented restaurant menus and helped customers select food and beverages
- Collaborated with kitchen staff for prompt and correct delivery of orders
- Assisted with tidying of tables, clearing leftovers and keeping dining area neat and pleasant
- Issued the bills and processed the payments via cash, credit card or cheque
- Rearranged dining area to accommodate larger groups and prepared restaurant for special events

EDUCATION

Bachelor of Information Technology
King's Own Institute – Sydney, Australia

2021 – 2023

Diploma and Advanced Diploma of network security
Australian Harbour International College

2019 – 2021

CORE COMPETENCIES

- ✚ Great Interpersonal Abilities | Demonstrated Communication Abilities | Self-Driven | Versatile | Tech-Savvy
- ✚ Team Leader/Player | Excellent Customer Service | Time Management | Troubleshooting | Positive Attitude

LANGUAGE

English: Native Proficiency (band 8 in PTE)