

DIPEN KHADKA

PROFESSIONAL SUMMARY

Final-year Bachelor of IT student at Victoria University (Graduating 2026) with hands-on experience in technical troubleshooting, system issue resolution, and Jira ticket management through leadership roles in fast-paced environments. Skilled at diagnosing and resolving IT problems under pressure, with strong communication and teamwork skills gained from managing diverse teams across multiple locations. Seeking an entry-level IT support or networking role to apply technical skills and customer service expertise in a professional IT setting.



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Strathfield, Sydney, NSW, Australia

EDUCATION

Expected Graduation: 2026

Victoria University

Bachelor of Information Technology

Relevant coursework: Networking Technologies, Data Analytics for Cybersecurity, Mobile Application Development (iOS), Wide Area Network Technologies

TECHNICAL SKILLS

- Troubleshooting & Support: POS systems, network connectivity, hardware & peripherals
- Tools & Platforms: Jira Service Desk, Cisco Packet Tracer, Microsoft Office Suite
- Networking: VLAN setup, subnetting, NAT, static/dynamic routing (IPv4 & IPv6)
- Programming & Data Tools: R (RStudio), basic SQL, data analysis & visualization
- Operating Systems: Windows, macOS
- Soft Skills: Problem-solving, leadership, time management, customer service

WORK EXPERIENCE

Assistant Manager in Training – KFC Newtown (Primary Location)

May 2023 – Present

- Resolved daily technical and system issues to maintain uninterrupted store operations.
- Logged incidents and tracked progress using Jira Service Desk, escalating to IT where needed.
- Troubleshoot POS systems, internet/network issues, and peripheral devices independently when support was delayed.
- Provided basic tech training to staff for quick resolution of common issues.
- Managed shift operations, delegated tasks, and ensured compliance with operational standards.

Previous KFC Locations: Rhodes, Town Hall, Asquith, Hornsby, Kogarah

- Adapted to different operational setups and system configurations across stores.
- Built strong problem-solving skills through exposure to varied technical and operational challenges.

Barista / Café Assistant – Bay Coffee Roasters, Neutral Bay

Jun 2024 – Present (Weekends)

- Operated café POS and payment systems, ensuring smooth transaction processing.
- Assisted in troubleshooting equipment issues (coffee machines, grinders, EFTPOS terminals).
- Delivered excellent customer service in a fast-paced environment.