

# Shishir Bhattarai

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Location: Adelaide, SA, Australia

Email: shishirbhattarai033@gmail.com | Phone: +61 433 654 404

LinkedIn: [linkedin.com/in/shishir-bhattarai-471aa319b/](https://linkedin.com/in/shishir-bhattarai-471aa319b/)

## PROFESSIONAL SUMMARY

IT Support Technician with over 3 years of hands-on experience providing technical support, troubleshooting hardware and software issues, and supporting end users in academic and enterprise environments. Holds a First-Class Honours BSc in Computing and is currently pursuing a Master of Cyber Security at the University of Adelaide, with hands-on cyber security lab experience using RangeForce. Strong capability in service desk operations, networking fundamentals, system administration, and user-focused problem solving.

## CORE TECHNICAL SKILLS

- **Technical Support & Tools:** Remote Troubleshooting, Service Desk Operations, Ticket Management, Quick Assist, TeamViewer, GIT, Visual Studio Code, XAMPP/WAMP, Microsoft Office Suite
- **Networking:** LAN/WAN, DNS, DHCP, TCP/IP, VPN, Network Configuration
- **Operating Systems:** Windows, macOS, Linux, Android
- **Programming & Databases:** C, C++, C#, Java, PHP, JavaScript, jQuery, SQL, MySQL, Oracle
- **Security Tools:** Wireshark, Nmap, Burp Suite, Metasploit, Armitage, RangeForce
- **Communication Platforms:** Microsoft Teams, Zoom, Google Meet
- **Soft Skills:** Communication, Problem Solving, Patience, Customer Service, Time Management, Teamwork, Adaptability

## PROFESSIONAL EXPERIENCE

### Senior Lecturer & IT Support Technician

Kathmandu Model College | July 2021 – Feb 2025

- Provided IT support to staff and students, resolving hardware/software and login issues both manually and remotely.

- Installed, configured, and maintained lab systems, ensuring reliable performance during teaching sessions.
- Delivered lectures on C, PHP, JavaScript, jQuery, and SQL, simplifying complex technical concepts.
- Mentored 100+ students on technical projects, guiding debugging, system optimisation, and troubleshooting.
- Conducted training on safe software practices and secure tool usage.
- Supported college-wide digital transformation and contributed to improved system
- uptime and performance.

## Software Development & QA

Nepsia Pvt Ltd | March 2019 – January 2020

- Developed Java, C++, and C# applications with strong OOP and data structure knowledge.
- Performed debugging, optimization, and refactoring to enhance performance.
- Conducted unit testing using JUnit and NUnit.
- Collaborated using Git/GitHub with Agile methodologies.

## IT Support Intern

NECO Insurance | March 2017 – September 2017

- Assisted in daily IT operations, including hardware setup, software installation, and troubleshooting.
- Logged and documented incidents to improve tracking and reporting accuracy.
- Supported network maintenance and user account management.
- Improved helpdesk response time by assisting in prioritizing service tickets efficiently.

## EDUCATION

### Master of Cyber Security (Ongoing)

The University of Adelaide, Australia — Expected Completion: 2027

### BSc (Hons) Computing – First Class Honours

Leeds Beckett University, UK | Oct 2017 – Sept 2021

### Higher Secondary (+2) – First Division

## CERTIFICATIONS

- RangeForce Cyber Security Training & Labs
- CompTIA A+ (In Progress)
- Google Digital Marketing

## References

Available upon request