

# Shikhar KC

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## CERTIFICATE

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[Google IT Support](#) (Google)

**Windows Server 2022/2025: DHCP, DNS, Active Directory** (Linkedin),

**Windows Support: Advance Troubleshooting** (Linkedin)

**ITIL Fundamentals** (Linkedin)

**Microsoft 365: Administration** (Linkedin)

**IT Service Desk: Service Management** (Linkedin)

## QUALIFICATIONS

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Operating Systems: **Windows 10/11, Windows Server 2022/2025, Mac OS, Android**

Networking: **Active Directory, Powershell, TCP/IP, DNS, DHCP**

Soft Skills: **Customer Service, Written Communication, Project Management**

## RELATED EXPERIENCE

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### IT Support Officer

**Kogarah, Sydney**

[Digipearl Pty Ltd](#)

*Jan 2023 – Dec 2024*

- Provide **Desktop Support for 50+ users**, resolving hardware/software issues (Windows 10/11, MacOS) including resolution, hardware troubleshooting, and O365 support.
- Assist in **Active Directory User Management**, including Password resets, account creation, and **Group Policy updates**.
- Log and prioritize 10+ daily **tickets using ServiceNow**, ensuring timely resolution and user satisfaction.
- Collaborate with senior IT staff to maintain **network security** through antivirus updates and phishing awareness training.
- Support **IT asset management** by tracking hardware/software inventory and deploying upgrades.

### IT Support Internship Mentor

**Kogarah, Sydney**

[GraduatePLUS Pty Ltd](#)

*Dec 2024 - Prersent*

- Train interns on **Windows 10/11 and MacOS troubleshooting**, including software installation, driver updates and basic system repairs.
- Mentor students in **Microsoft 365 administration** (email setup, OneDrive, Teams) and ServiceNow ticketing workflows.
- Guide learners through practical scenarios like password reset, **VPN configurations** and printer connectivity issues.

## EDUCATION

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**Australian Institute of Higher Education**

**Mar 2022 – Apr 2024**

*Masters in Business Information System*

**APG Shimla University**

**Jan 2017 – Dec 2020**

*Bachelor of Computer Application*