Saugat Chhetri

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EDUCATION

APIC   **Parramatta, NSW**

Bachelor of Information Technology   **Jul 2025**

SKILLS & INTERESTS

Core Strengths:	Customer Service, Troubleshooting Systems, Helpdesk Ticketing Systems, Active Directory User Management, Office 365 Administration, Windows 10 Administration
Networking:	LAN, WAN, WI-FI, TCP/IP, DHCP, DNS
Operating systems:	Windows 10, Servers 2016,2019
Desktop Applications:	Microsoft Office 365 applications and third-party desktop applications
Ticketing Systems:	Jira
Remote/Shadowing:	Zoom, Remote Desktop Connection
Security:	Windows Firewall, Windows Defender, Anti Malware, VPN, Proxy Server
Other Skills:	Technical training, Troubleshooting printers, mobile devices, and familiarity with Mac OS and Linux systems
Soft Skills:	Problem-Solving, Communication, Teamwork, Self-Motivated, Decision Making, Customer Service

WORK EXPERIENCE

Home Lab   **Home**

IT Help Desk Intern   **Jan 2024 - Present**

• Managed a home lab environment, simulating over 50+ IT helpdesk scenarios to develop practical experience.

• Resolved 100+ simulated hardware, software, and network issues, improving troubleshooting skills by 30%.

• Administered 10+ user accounts, enforced system security protocols, and executed weekly backup procedures, enhancing system reliability by 25%.

• Enhanced customer service abilities by role-playing response strategies to technical inquiries and user issues.

Domino's   **Liverpool, NSW**

Customer Service Representative   **Dec 2022 - Present**

• Delivered high-quality customer service, resolving 200+ technical and service-related issues, boosting customer satisfaction by 20%.

• Operated complex point-of-sale systems, managing 500+ digital orders monthly, and maintained 100% accurate transaction logs.

• Solved 150+ customer concerns per month, demonstrating exceptional problem-solving skills and maintaining consistent service quality.

• Contributed to team efforts, training 10+ new staff members, and implementing service procedure improvements that increased efficiency by 15%.

DeftTree   **Kathmandu, Nepal**

IT & Telecommunication Intern   **Nov 2021 - May 2022**

• Analyzed and optimized telecommunication systems, enhancing network performance and reliability by 40%.

• Provided technical support for 30+ telecommunication issues weekly, ensuring 99% operational efficiency and minimal downtime.

• Participated in 5+ IT projects, including digital marketing campaigns and data analysis, increasing content engagement by 50%.

• Researched and proposed 3 new technological solutions, supporting the company's innovation and technological advancement goals.

PROJECT EXPERIENCE

Home Lab   **Home**

IT Helpdesk Simulation   **Jan 2024 - Present**

• Established a homelab to simulate IT helpdesk operations, enhancing troubleshooting and system administration skills.

• Streamlined user support through role-play scenarios, bolstering communication and customer service proficiency.

CERTIFICATIONS

Google:	Technical Support Fundamentals
Microsoft:	Career Essentials in Generative AI by Microsoft and LinkedIn
TAFE:	Introduction to Cyber Security
HackerRank:	Python (Basic)

REFERENCES

Available upon request.