Sujan Ojha

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Location: Sydney, NSW, Australia

SUMMARY

Dedicated IT professional with a year of experience in technical support and problem-solving. My passion for problem-solving and troubleshooting has been instrumental in delivering timely and effective solutions, ensuring seamless operations for users. I excel in utilizing strong communication skills to engage with users, understand their challenges, and provide exceptional customer service. My technical knowledge and commitment to resolving IT issues have consistently contributed to improving user experience and operational efficiency. Committed to continuous learning, staying abreast of evolving technologies to provide top-notch support.

IT Support Technician | AEGlobal| Sydney, NSW| 2023-Current

1. Responding to IT Support Enquires and providing technical assistance via telephone calls and emails.
2. Diagnosing and resolving computer hardware, software, and network issues, both on site and remotely.
3. Providing comprehensive Microsoft 365 support such as user management, license assignment, mailbox delegation, troubleshooting access, and email problems.
4. Providing end-user support with Azure, Active Directory, including assigning group policy based on requirements.
5. Setting up accounts for new users (onboarding and offboarding).
6. Managing user access permissions to files in the file server and SharePoint.
7. Logging all tickets and service requests, collecting necessary information using an effective problem and incident management system.
8. Escalating incidents and requests beyond the scope of Level 1 to Level 2 and Level 3 team.
9. Configuring and troubleshooting network devices such as routers, switches, firewall and wireless access point.
10. Working with network protocols and technologies like (DNS, DHCP, NAT and IP addressing).
11. Assisting with software updates on systems and related infrastructure.
12. Providing support using Remote Monitoring Management tools (RDP, Team Viewer), performing basic network troubleshooting, developing technical documentation, and possessing knowledge of OSI Model and TCP/IP framework.
13. Providing technical support for web-based applications, WAN, LAN, printing issues and testing new technologies.
14. Proficient in VMware and Microsoft Hyper-V for efficient virtual machine deployment and management.
15. Knowledge of Windows Server operating systems, including Windows Server 2012,2016 and 2019.

Customer service Representatives | Woolworth | Sydney, NSW, 2141| 2020-2023

1. Addressed and resolved customer complaints effectively to ensure satisfaction and retention.
2. Proactively gathered customer feedback to drive improvements in services and products.
3. Resolved technical problems of the customers encountered with products or services.
4. Ensured smooth and efficient processing of customer orders and transactions.
5. Shared comprehensive information about products and services to assist customers in making informed decisions.
6. Maintained professionalism and courtesy in all interactions with customers.
7. Established and nurtured strong relationships with customers to enhance loyalty and satisfaction.
8. Thoroughly documented customer interactions and experiences to maintain a detailed record and improve service quality.

SKILLS

1. Effective communication skills.
2. Attention to details.
3. Customer service skills.
4. Problem solving skills.
5. Time management and prioritization.

6. Teamwork and collaborations.
7. Adaptability.
8. Continuous learning.

EDUCATION

Bachelor of Information Technology (Networking) | Melbourne institute of technology | Sydney, 2000| 2021-2022

Diploma of Information Technology and Advance Diploma of Network Security| Ransford College |Sydney, 2000| 2018-2021

REFERENCE

Available upon request