

SUJAN OJHA

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Location: Sydney, NSW, Australia

[Career Objective]

Dedicated IT Support Officer with experience in providing technical support and delivering exceptional customer service. Eager to join IT sector to contribute to their Services Delivery team, utilizing my expertise in deploying, maintaining, and enhancing computer infrastructure skills to provide personalized solutions to clients.

[Technical Skills]

- Systems: Windows Operating System 10/11, Windows Server , Mac OS, iSO
- Hardware and Network: Installation, Upgrading, Assembly, Configuration, Maintenance
- Software: Microsoft Office 365, desktop apps, browsers
- Cloud Technologies: AZURE AD, SharePoint, MS Teams
- Networking: DHCP, DNS, TCP/IP, LAN, WAN, Router, Switches
- Remote Support Tool: Microsoft Remote Desktop, TeamViewer, Any Desk

[Professional Experience]**IT Support | Intern | TechSkills, Sydney, Australia | Jan 2023 – June 2023**

- Managing and coordinating ticket through OS Ticketing system as required.
- Troubleshooting technical issues on equipment such as printers, scanners and other peripherals
- Carrying out computer configuration, installation, assembly, disassembly and upgrade
- Performing and monitoring backups for PC and Windows Server
- Manage account in Office 365 and Active Directory
- Responding to IT support requests and providing support over phone, via email and in person
- Performing Windows OS installation, upgrade ,integration and deployment work
- Troubleshooting remotely using TeamViewer and different remote connection applications

Front Staff | ISS, Crown, Sydney, Australia | Feb 2022 – Present

- Ensure cleanliness and organization in customer-facing areas to create a positive impression.
- Engage with customers courteously, addressing inquiries and providing assistance proactively.
- Uphold high cleanliness and hygiene standards, particularly in FOH and restrooms.
- Pay meticulous attention to details, contributing to a welcoming and comfortable customer experience.
- Work seamlessly with colleagues to maintain consistent cleaning standards and ensure efficient task completion.

Capstone Project | Website On, Melbourne, VIC | Oct 2021 – Jul 2022

- Engaged with clients to define project requirements and expectations.
- Developed functional web applications aligned with client specifications.
- Conducted rigorous testing to surpass project requirements.
- Delivered exceptional user experience, resulting in high customer satisfaction.

Team Leader | Solo Services, Sydney, NSW, Australia | Feb 2020 – Dec 2021

- Led and optimized task distribution for efficient service delivery.
- Mentored and facilitated professional growth among team members.
- Conducted performance evaluations, team meetings, documentation and progress monitoring complying with business processes and policies.
- Collaborated on organizational goals and implemented cost-effective solutions.
- Successfully resolved conflicts and fostered teamwork.

[Education]

Bachelor of Networking | Melbourne Institute of Technology – Sydney NSW, Australia | 2020 – 2022

Diplomas in IT and Advanced Diploma in Network Security | Ransford College – Parramatta NSW, Australia | 2018 – 2021

[Key Skills]

- Excellent customer service, and effective communication skills,
- Strong analytical and problem-solving skills
- Effective time management, task prioritization
- Collaboration, teamwork, Problem Solving
- Ability to work unsupervised and attention to detail.

[References]

Diana Apostolovski

Key Account Manager / ISS Facility Services

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Tanka Pokhrel

IT Officer / Crown Sydney

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