SUJAN OJHA
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Location: Sydney, NSW, Australia

[Career Objective]
Dedicated ICT Customer 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.

[Professional Experience]

IT Support Specialist | ActiveIT, Sydney, Australia | March 2023 – Present
- Provided both onsite and remote IT support and services.
- Documented, tracked, and updated all actions in service desk tickets accurately within required SLAs.
- Investigated and resolved IT issues, escalating as appropriate.
- Installed, upgraded, deployed, monitored, and maintained IT infrastructure and systems, including desktops, laptops, and servers.
- Monitored and maintained Microsoft 365 environment (Exchange, Azure AD, SharePoint).
- Ensured IT hardware and systems were upgraded and implemented according to Service Level Agreements.
- Contributed to process improvement initiatives and supported the rollout of new IT systems.
- Collaborated effectively with other IT team members and provided support in strategic IT projects.

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 2022
- Led and optimized task distribution for efficient service delivery.
- Mentored and facilitated professional growth among team members.
- Conducted performance evaluations, team meetings, and progress monitoring.
- 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 | 2021 – 2022

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

[Technical Skills]

- Systems: Windows 10/11, Windows Server 2016/2019, Mac OS
- Hardware and Network: Installation, Upgrading, Assembly, Configuration, Maintenance
- Databases: SQL Server, Relational SQL
- Software: Adobe Reader, Microsoft Office 365, desktop apps, browsers
- Cloud Technologies: Active Directory, MS Azure, SharePoint, MS Teams
- Networking: DHCP, DNS, TCP/IP, LAN, WAN, Router, Switches
- Backup Software: IDrive, Altaro
- Data Recovery Tool: Disk Drill
- Remote Support Tool: Microsoft Remote Desktop, TeamViewer, Any Desk

[Key Skills]

- Excellent verbal and written communication, customer service
- Strong analytical and problem-solving skills
- Effective time management, task prioritization
- Knowledge of industry standards, regulations
- Collaboration, teamwork
- Attention to detail, building relationships.