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. Seeking an opportunity to contribute to a dynamic Services Delivery team, where I can utilize my expertise to enhance operational efficiency, provide personalized support, and exceed client needs. Passionate about driving innovation and delivering impactful solutions that align with organizational objectives.

[Technical Skills]

- Systems: Windows 10/11, Windows Server 2016/2019, Mac OS
- 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]

Team Leader | ISS Services, Sydney, NSW, Australia | Feb 2022 – Present

- Organized and delegated tasks effectively to ensure timely and high-quality service delivery, prioritizing customer satisfaction above all.
- Provided ongoing guidance and support to team members, fostering their professional development, and empowering them to deliver exceptional customer experiences.
- Conducted regular performance evaluations and facilitated constructive feedback sessions to recognize achievements and address areas for improvement, enhancing overall team performance.
- Led team meetings to discuss customer service strategies, share best practices, and brainstorm innovative solutions to enhance the customer experience.
- Collaborated with cross-functional teams to align service delivery with organizational goals and implement cost-effective solutions to improve customer satisfaction.
- Acted as a point of contact for escalated customer issues, resolving conflicts promptly and effectively to ensure positive outcomes and maintain strong client relationships.

IT Support Specialist| Intern | ActiveIT, Sydney, Australia | July 2023 – Dec 2023

- Managing and coordinating ticket through OS Ticketing system as required and responding to IT support requests and providing support over phone, via email and in person.
- Documented, tracked, and updated all actions in service desk tickets accurately within required SLAs.
- Investigated and resolved IT issues, escalating as appropriate and provided both onsite and remote IT support and services.

- 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).
- 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.

IT Support |Tanning | TechSkills, Sydney, Australia | Jan 2022 – June 2023

- 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
- Managing users on Office 365 and Active Directory
- Performing Windows OS installation, upgrade and deployment work
- Troubleshooting remotely using TeamViewer and different remote connection applications

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

- Collaborated with clients to define technical requirements and expectations, aligning project goals with IT support services.
- Developed and implemented innovative IT solutions to address client needs, focusing on enhancing user experience and resolving technical issues efficiently.
- Conducted rigorous testing and troubleshooting of IT systems and applications to ensure optimal performance and reliability.
- Provided ongoing support and maintenance for IT infrastructure, including resolving technical issues and optimizing system functionality.
- Delivered comprehensive user training and documentation to facilitate seamless integration of IT support solutions and empower clients to troubleshoot common issues independently.

[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

[Key Skills]

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