

Rajiv Bhandari, ICT professional

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LINKS

Portfolio: <https://portfolio-v2-tawny-theta.vercel.app/>

Linkedin: <https://www.linkedin.com/in/rajiv-bhandari25/>

PROFILE

Detail-oriented **ICT Support Specialist** with strong experience across Windows systems, Microsoft 365, Active Directory, networking, and service desk operations. Skilled in troubleshooting hardware/software issues, user onboarding, account management, and maintaining secure, reliable IT environments. Brings additional strengths in full-stack web development, cloud deployment, and automation, enabling efficient problem-solving and technical improvements. Committed to delivering fast, user-focused support and contributing to continuous service enhancement across teams.

SKILLS

Technical Support:

Experience with Windows 10/11, windows server, Active Directory, Microsoft 365, Azure AD, Outlook/Exchange, Intune, VPN, DNS/DHCP, Zendesk, JIRA, Team viewer.

Development:

JavaScript, HTML/CSS, React.js, Node.js, Express.js, MongoDB, MySQL.

Networking &

Security: LAN/WAN, Cisco Basics, Endpoint Protection, Access Controls & permissions, Group Policies, Access Controls, Basic Cisco Networking.

Collaboration &

Support: Microsoft Teams, SharePoint, Confluence, JIRA, Technical Documentation, User Training.

EMPLOYMENT HISTORY

Mar 2022 — Present

IT Support & Freelance Developer

Adelaide

- Delivered IT support and system administration services (user support, troubleshooting, software setup, Microsoft 365).
- Designed, developed, and deployed websites including <https://www.glideedu.com.au>.
- Managed end-to-end deployment: domain setup, hosting, DNS configuration, cloud deployment, and database management.
- Implemented security measures, backup processes, and performance optimization for client projects.
- Gained practical experience with Active Directory, networking concepts, and Windows/Linux server administration through both freelance projects and home labs.

Dec 2024 — May 2025

Administrative Assistant (ICT), SA Mushroom

Adelaide

- Supported day-to-day operations with a strong focus on data accuracy, documentation, and reporting.
- Used Microsoft 365 (Excel, Word, Outlook, Teams) for scheduling, record-keeping, and internal communication.
- Streamlined digital record-keeping and inventory tracking, reducing manual errors.
- Ensured IT security compliance by enforcing access controls, documenting technical solutions, and developing end-user training materials.

Dec 2020 — Mar 2022

Full Stack Developer, Eyden

Kathmandu

- Developed and maintained web applications using the MERN stack (MongoDB, Express.js, React.js, Node.js).
- Provided technical support for internal software applications, troubleshooting issues and optimizing performance.
- Assisted in cloud deployments on AWS, ensuring high availability and scalability of applications.
- Collaborated with stakeholders to gather requirements and implement IT solutions aligned with business needs.

Nov 2017 — Sep 2020

Data Specialist, Cloud Factory

Kathmandu

- Processed and validated large datasets with 99.9% accuracy across multiple client projects.
- Provided technical support for data processing systems and software tools.
- Automated routine data-cleaning workflows, reducing manual processing time by 15%.

EDUCATION

Aug 2025 — Present

Professional Year, Performance Education, Adelaide, Australia

2022 — 2024

Master's in information technology (Advanced), Torrens University, Adelaide, Australia

2014 — 2019

Bachelor of Computer Science and Information Technology, Tribhuvan University, Kathmandu, Nepal

PROJECTS

Glide Education – Consultancy and Visa Services (React.js, Node.js, MongoDB, Tailwind CSS, Vercel)

- Built a full-scale consultancy website with course search, visa pages, admin controls, and review system.
- Implemented secure forms, API integrations, SEO optimisation, caching, and responsive UI.

Prime Roof Care – Service Management System (Django, HTML/CSS, SQLite)

- Designed responsive UI and optimised backend for performance.
- Integrated admin panel for managing leads and messages.

CERTIFICATIONS & TRAINING

Google IT Support Professional Certificate

Zendesk Customer Service Professional Certificate

REFERENCES

Available upon request.