Rajiv Bhandari

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https://portfolio-v2-tawny-theta.vercel.app/ |
 Ingle Farm, South Australia

Summary

Versatile and results-driven ICT professional with hands-on experience in both IT support and full stack development. Proven ability to resolve complex technical issues across hardware, software, and networks in fast-paced environments. Skilled in Windows Server, Active Directory, Office 365, and service desk operations, as well as modern web development using React.js, Node.js, and MongoDB. Committed to delivering user-centric IT solutions, maintaining system reliability, and driving continuous service improvements.

Technical Skills

- IT Support: Windows 10/11, Windows Server, Active Directory, Azure AD, Office 365, Exchange, MFA, VPN, DNS/DHCP, Service Desk, Remote Support, Zendesk.

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

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

- Tools & DevOps: Git, GitHub, VS Code, Postman, Tailwind CSS, AWS (EC2/S3), Docker (basic), CI/CD.

- Collaboration & Support: Microsoft Teams, SharePoint, Confluence, JIRA, Technical Documentation, User Training.
- Soft Skills: Troubleshooting, Communication, User Support, Analytical Thinking.

Experience

IT Support & Freelance Developer
Adelaide, Australia| Mar 2022 - Present

- Delivered IT support and system administration services (user support, troubleshooting, software setup, Microsoft 365.
- Designed, developed, and deployed websites including Glide.com.au, PrimeRoof.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.

Administrative Assistant
SA Mushroom, Adelaide | Dec 2024 – May 2025

- 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.
- streamline digital record-keeping and inventory tracking, reducing manual errors.
- Coordinated with multiple departments, improving workflow efficiency and communication.
- Ensured IT security compliance by enforcing access controls, documenting technical solutions, and developing end-user training materials.

Full Stack Developer
Eydean, Kathmandu, Nepal | Dec 2020 – Mar 2022

- 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.

Data Specialist
Cloud Factory, Kathmandu, Nepal | Nov 2017 – Sep 2020

- Extracted, analyzed, and managed large datasets, ensuring accuracy, security, and compliance.
- Provided technical support for data processing systems and software tools.
- Assisted in troubleshooting IT infrastructure and resolving end-user issues.

Education & Certifications
- **Professional Year**– Performance Education, Adelaide, Australia (2025)
- **Master's in information technology (Advanced)** – Torrens University, Adelaide, Australia (2022 – 2024)
- **Bachelor of Computer Science and Information Technology** – Tribhuvan University, Kathmandu, Nepal (2014 – 2019)

Projects

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

- Built a full-featured portal with search, filters, reviews, and admin panel for users.

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

- Developed a customer enquiry system with reCAPTCHA, APIs, and responsive frontend.

Certifications & Training

- ITIL Foundation Certificate (LinkedIn)
- Cisco Certified Network Associate (CCNA) (Ongoing)
- Google IT Support Professional Certificate
- Windows Server Training Certificate (Microsoft Nepal)
- Zendesk Customer Service Professional Certificate

References

Available upon request.