

RAAGS

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PROFESSIONAL SUMMARY

Enthusiastic Technical Support Analyst with 2+ years of experience in providing IT support, root cause analysis, and infrastructure configuration for fast-paced technology environments. Experienced in networking fundamentals, Linux scripting, server configuration, and monitoring dashboards. Known for delivering outstanding customer service and resolving issues efficiently across hybrid environments. Eager to contribute technical expertise to innovative IT and IoT solutions for government and corporate sectors. Actively seeking to transition into Level 2-3 responsibilities through continued technical training and mentorship

TECHNICAL SKILLS

Technical Support: IT Helpdesk, Service Desk, Ticketing Systems, Remote Support, Zoom & google meet, Remote desktop support, Django Admin, SaaS Platform Support, Log Analysis, SolarWinds.

Scripting & Tools: Excel, Linux CLI, Bash, Shell, Python, Power Automate, Jira, SQL, Django.

Platforms: Windows, Linux, AWS IAM, Microsoft 365.

Monitoring: Custom Dashboards, Platform Alerts, System Logs, Jira Automations.

Soft Skills: Troubleshooting, Root Cause Analysis, Customer Communication, Documentation.

PROFESSIONAL EXPERIENCE

Incident Support Liaison | Dispensed | Melbourne, AU, NZ & UK

May 2024 – July 2025

- Delivered frontline technical support for clinical IT solutions and VoIP tools (AirCall, Calendly, Dialpad).
- Triageed, logged, and resolved technical issues using Jira and internal documentation.
- Supported desktops, laptops, network printers, and conferencing peripherals for 50+ end users.
- Liaised with third-party vendors and software providers to coordinate issue resolution.
- Provided excellent customer service to healthcare professionals via virtual and phone channels.
- Maintained IT asset registers and tracked inventory during support operations.

- Conducted configuration and security testing of internal dashboards and access logs.
- Provided desktop-level support including hardware configuration, OS installation, printer setup, and troubleshooting across hybrid and clinical office environments.
- Collaborated with internal dev teams to maintain uptime and functionality of Django-based SaaS platform used by healthcare clients.
- Provided Level 1 support for a Django-based internal SaaS application used in healthcare operations, utilizing Django Admin to resolve user-level issues, debug backend errors, and escalate complex bugs to developers. Performed data validation, permissions checks, and API token troubleshooting, ensuring platform uptime and responsiveness.

System Support | Green Been Tech | Singapore & Australia

Oct 2023 – May 2024

- Resolved technical support requests for enterprise IT infrastructure.
- Worked with Linux and Windows environments to troubleshoot networking and server issues.
- Used Linux command line for script-based automation and monitoring.
- Administered Microsoft 365 tools including OneDrive, SharePoint, and Microsoft Teams.
- Supported Active Directory user and group administration and maintained Windows Server environments.
- Performed routine OS and software patch management across servers and endpoints.

System Support Intern | Green Been Tech | Australia

Nov 2022 – Oct 2023

- Provided remote and onsite IT support, resolving user and system issues effectively.
- Maintained antivirus tools and security configurations.

EDUCATION

Master of Cybersecurity | Deakin University, VIC | 2020–2023

Bachelor of Computer Science | SRK Institute of Technology, AP | 2015–2019

CERTIFICATIONS & OTHER

- API Security Fundamentals – APISEC University
- ANZ & Mastercard Forge Certifications
- TryHackMe Top 8% – Practical exposure to networking, system hardening, and security labs

