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| Rohan Bhaju |

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**Professional Summary**

An enthusiastic dedicated and driven Bachelor of Information and Technology graduate seeking an ICT position to further comprehend my knowledge and skills in the field of Information Technology (IT). I have an excellent interpersonal skill, moral values, and many more which I have acquired through my learnings, academic studies, and experiences here in Australia.

My major interest is in networking and server administration so I'm aspiring to become a network engineer. In my spare time, I work on networking projects and try to keep myself up to date with the recent changes in Information and Technology. I am comfortable setting up routers, modem, computers, and devices, installing the operating system and using different applications and systems.

**Certification**

* Cisco Certified Network Associate, 2022(Cisco ID: CSCO14087074)

**Technical Skills**

* Knowledge of Windows Server 2012, 2012R2 and 2016 as per industry standard
* Knowledge of Microsoft office 365 suite including share-point cloud knowledge
* Advance knowledge of DHCP, ADDS, DNS and Print Server
* Advanced knowledge of Routing & Switching protocols (STP, RSTP, VLAN, DTP, VTP, RIP, OSPF, EIGRP)
* Fresh desk ticketing System, CRM ticketing system, Zendesk and SRMS
* General knowledge virtualization (VMware (ESXI), Hyper-V)
* Understanding of Network Monitoring Tools such as Wireshark
* Advanced knowledge of Microsoft Applications
* Knowledge of server part replacement
* Hardware, software, desktop knowledge and troubleshooting
* Backup and DR technologies, Firewall,
* Cloud server and VoIP experience or willingness to learn highly desirable
* Outstanding interpersonal skills and customer service
* Ability to meet SLAs and work as a key element in the tech team

**Soft Skills**

* Attention to detail, time management & customer service skills
* Strong verbal and written communication skills
* Always eager to learn and teamwork
* Ability to prioritize and can work under pressure

**Experience**

**Field Service Technician Mar 2022-Current**

**AVASO Technology Solutions** ‐ Sydney, 2000

* Worked as Unisys Engineer to troubleshoot Dell, Lenovo, and Apple laptops.
* Work in a Ticket-based system (SRMS)
* Computer setup, phone and Printer setup Driver update, installation of software and applications for customer.
* Assist and troubleshoot network problems, system issues, Operating system update and upgrade.
* Troubleshooting issue thoroughly and collect relevant information before escalating.
* Assist in Rollout of Windows 10 and monitoring system to fix the issues after the imaging.
* Attended to corporate offices, including conducting planned maintenance and implementing security patches.
* Perform Smart Hands tasks e.g., Installing hardware, troubleshooting, warehousing, and cabling.
* Maintain and support to Unisys and Clients.
* Handle customer, providing excellent customer service skill
* On taking projects and challenges to increase efficiency.
* Liaise with customers, contractors, and other teams to complete tasks.
* Worked and replaced server parts and desktop parts.

***IT Support department | Customer Service*  Jun 2021 ‐Feb 2022**

**Coles Supermarket** ‐ Kirrawee

* Assisted as an IT Support department at Coles
* Assist and troubleshoot network problems, system issues, Operating system update and upgrade
* Performing basic administration tasks (User creation, password reset, enable/disable account and restore deleted account linked with email account) through Advanced Directory.
* Attended to network servers, including conducting planned maintenance and implementing security patches.
* Learning to work effectively in a fast-paced environment through multitasking by engaging with more than one customer and received an average of 80% customer satisfaction rating.
* Manage upset customers, conflicts, and challenging situations.
* Remain calm and composed in difficult times including intense customer displeasure.
* End devices monitoring such as PCs and docking station for laptop users.
* Antivirus installation and renewal (Trend Micro, MacAfee)
* Windows 10 performance monitoring through Task Manager

**Education**

**Bachelor of Information Technology Mar 2021**

Kings Own Institute ‐ Sydney, 2000

Key learning areas included: Network Design, Penetration testing, Documentation/Reporting, more.

Key achievement: Overall Distinction grade, Project Leader in the final year University project.

**References**

Available on request