ROHAN BHAJU

Address: 2/46 Victoria Avenue, Penshurst, NSW 2222
Mobile: 0449998798
LinkedIn: [Rohan Bhaju | LinkedIn](#)
Website: [rohanbhaju.com](#)
Email: [rohanbhaju@gmail.com](#)

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 - 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