

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 Information Technology (IT). I have excellent interpersonal skills, moral values, and many more which I have gained through my lessons, academic studies, and experiences here in Australia.

Certification

- Cisco Certified Network Associate, 2022 (Cisco ID: CSC014087074)

Technical Skills

- Knowledge of Windows Server 2016 and 2019 as per industry standard
- Knowledge of Microsoft office 365 suite including SharePoint cloud knowledge.
- Advance knowledge of DHCP, ADDS, DNS and Print Server.
- Advanced knowledge of routing & switching.
- Fresh desk ticketing system, Zen desk, Manage Engine and SRMS.
- General knowledge of virtualization and Remote desktop.
- Advanced knowledge of Microsoft Applications.
- Knowledge of server part replacement.
- Hardware, software, desktop knowledge and troubleshooting.
- Cloud server and VoIP experience or willingness to learn are 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

Unisys- 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 the customer.
- Assist and troubleshoot network problems, system issues, and operating system update and upgrade.
- Troubleshooting issues thoroughly and collecting relevant information before escalating.
- Assist in the Rollout of Windows 10 and monitoring system to fix the issues after the imaging.
- Attended 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 Unisys and Clients.
- Handle customers, providing excellent customer service skill.
- 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 Group - Kirrawee

- Assisted in an IT Support department at Coles.
- Assist and troubleshoot network problems, system issues, operating system updates and upgrade.
- Performing basic administration tasks (User creation, password reset, enable/disable the account and restore deleted account linked with an email account) through Advanced Directory.
- Attended network servers, including conducting planned maintenance and implementing security patches.
- Learning to work effectively in a fast-paced environment through multitasking by engaging with over 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 stations 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, and more.

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

References

On request