

Sujit Rimal

rimal2509@gmail.com • 0433905384 • Sydney, NSW • <https://www.linkedin.com/in/sujitrimal/>

SUMMARY

Enthusiastic and detail-oriented IT Support Technician with over two and a half year of experience in providing technical assistance and support related to computer systems, hardware, and software. Proven ability to troubleshoot complex technical issues, deliver exceptional customer service, and contribute to system improvements. My aim is to offer my technical support and service for your customers need and further learn new ideas and skills from your company working with your team. I believe skills are never enough and there are always new things to learn every day.

EXPERIENCE

Hamro Bikash Bank (Nepal), IT Assistant

Oct 2017 - Jan 2019

- Provided technical support to over 150 end-users, resolving hardware, software, and network issues through phone, email, and in-person assistance.
- Automated user provisioning and deprovisioning for onboarding/offboarding processes.
- Installed, configured, and maintained Windows, operating systems, banking software, across desktop and laptop computers.
- Helped board members with laptops, tablets, or smartphones used for board duties.
- Assisted in the setup and deployment of new hardware and software, ensuring all equipment met company standards and was fully functional.
- Running queries on SQL server to generate reports as per business need.
- Developed password protected intranet website where policies, notices were shared and uploaded which ensured secured interbank communication.
- First point of contact with the staffs, board members, contractors, partners for solving technology problems.
- Ensure customer-focused operation of helpdesk during nominated business hour.

Australian PC Distributors (APCD Pty Ltd), IT Support Technician

Feb 2021 - Feb 2021

- Conducted routine maintenance on computer systems and network infrastructure, including software updates, patches, and backups.
- Data formatting and sanitising using Blanco and active kill disk.
- Use of Microsoft deployment tools, SCCM, Clonezilla to image desktops and notebooks.
- Operate appropriate problem-solving approaches and best practices to resolve issues and assist with deployment projects and asset management.
- Assisted in the setup and deployment of new hardware and software, ensuring all equipment met client's standards and was fully functional.
- Configuring and installing network printer, building, and managing computers
- IT inventory management, labelling them and liaising with external vendors for hardware support.

Woolworths Group Pty, Night fill supervisor (3IC)

Dec 2019 - Present

- Answered Customer questions related to their concerns about products and inventory.
- Collaborated across department to deliver quality customer experience.
- Handling and replenishing the stock and daily merchandising.
- Maintaining an accurate stock filling for the entire aisle with proper stock rotation for perishables.
- Training newly recruits to come up to speed to increase efficiency.
- Devising rosters to meet the allocated budgets for the department.
- Administering staff shift according to the daily load.
- Leading, recruiting, inducting, training, supervising, and developing employees.
- Manual handling of machine such as Electric pallet jack and walkie talker.
- Operated and managed alarm systems, ensuring activation and deactivation aligned with business requirements.

EDUCATION

Sydney International School of Technology & Commerce

Bachelor of IT • Nov 2021 - Jul 2023

Major Subjects: Virtual system and services, Design Thinking and requirement, User-centred Design, Cloud Infrastructure, Data Analytics etc.

Achievement: Competency result

Australian Harbour International College

Advance Diploma/Diploma of IT • Feb 2019 - Sep 2021

Major Subjects: Desktop Virtualisation, Network Security, Network Management

Achievement: Competency results

SKILLS

Operating systems: Windows, Android, Apple • Computer hardware Configurations: lot Devices, LAN, WAN • Managed IT services: Desktop Support, Technical Systems (Network Printers, Scanners) • Networking: DHCP, VoIP, DNS, VPN, Cisco routers/switch • Virtualization: VMware • VPN Connection: Site to site, Point to site • Platforms: O365, Exchange, AD, Intune • Servers: Terminal, file and print • Microsoft Endpoint manager: Manage user account, Software deployment