

# Sujit Rimal

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Wollstonecraft, Sydney, NSW

## **Introduction**

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.

## **Work History**

### **IT Support Technician | Australian PC Distributors (APCD Pty Ltd)**

**Feb 22 – Feb 23**

- 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.

### **Night fill supervisor (3IC) | Woolworths Group Pty**

**Dec 19 – Present**

- Excelled customer service by meeting their expectation
- Led team operations, shift management, and training for up to 25 staff
- Responsible for operational readiness including alarm systems and security
- Developed strong organizational and leadership skills in a high-volume environment

## **IT Assistant | Hamro Bikash Bank (Nepal)**

**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.

## **Technical Skills**

- **Operating systems:** Windows, Android, Apple
- **Computer hardware Configurations:** Iot 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.

## **Education**

**Bachelor of IT | Sydney International School of Technology & Commerce Nov 21 – July 2023**

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

Achievement: Competency result

**Advance Diploma/Diploma of IT | Australian Harbour International College Feb 19 – Sept 21**

Major Subjects: Desktop Virtualisation, Network Security, Network Management

Achievement: Competency results

## **Certifications & Developments**

- Introduction to Cyber Security – Completed 2025
- Introduction to Cloud Computing – Completed 2025
- ITIL Foundation – Targeting 2025

## **Personal Attributes**

- Excellent communicator with a calm, customer-focused support style
- Fast learner with a passion for problem-solving and continuous improvement
- Confident working independently or across teams under shifting priorities
- Comfortable training users, documenting processes, and promoting IT best practices
- Have courage to accept mistakes and learn from them

## **Reference**

Provided upon request.