Rohail Agneshius

Application Support/Junior Web dev

http://rohailportfolio-com.stackstaging.com

https://www.linkedin.com/in/rohail-agneshius-509a7675

OBJECTIVE

Seeking a challenging career with a progressive company that provides an opportunity to use my technical and programming skills in the IT field. I am highly motivated person, who always looking for new challenges and eager to learn.

PROGRAMMING SKILLS

Client-side:

- HTML 5
- CSS 3,
- JavaScript
- JQuery
- Boot Strap
- Photoshop/InDesign

Server-side:

- PHP
- MySQL
- JAVA
- NODE.JS/Mongo DB/API
- MySQL

TECHNICAL SKILLS

- Software updates/TS
- Network Troubleshoot
- LAN/WAN
- VOIP
- AD/DNS/DHCP

St Mary's NSW Australia

0450262719

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EXPERIENCE

Helpdesk Support *RICOH AUSTRALIA*
AUG 2017- CURRENT
- @Remote/email or phone customer service
- Printer hardware troubleshoot
- Software RSAP (Ricoh Software troubleshoot)
- SLA & CA
- LAN/WAN networks

Network Specialist *NBN (National Broadband Network)*
APRIL 2017- JULY 2017 *(3 MONTHS CONTRACT)*
- Resolving HFC and Fiber optical issue
- Network Troubleshoot
- Customer Support over the phone/email
- Ticketing system/escalating call to higher manager

Helpdesk Analyst *WOOLWORTHS*
OCT 2016-APRIL 2017 *(6 MONTH CONTRACT)*
- Hardware Troubleshoot Software trouble
- AD, Exchange, and Networking

Admin Support *SWIRES LOGISTIS*
AUG 2015-OCT 2016
- Data entry
- Inventory

Web Designer *Design-Away*
JAN 2016-JUN 2016
- Building Client website
- Mockups and wireframe

Junior Helpdesk *GOALS AN IT*
MAY 2014-AUG 2015
- Customer service via Phone/Email

EDUCATION

- **Bachelor of information tech 2016**
Federation university of Australia
- **Ad Diploma in Computer Network 2013**
Western Sydney institute TAFE
- **Diploma in Computer Network 2012**
Western Sydney institute TAFE
- **Higher School Cert 2010**
Black town Boy's high school

REFERENCES

ON REQUEST