

SAI DAYAKAR REDDY GOLLAPUDI

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Professional Summary

Motivated IT student completed a Master of Information Technology (Cybersecurity) at the University of Sydney, seeking an entry-level **Junior Help Desk Analyst** role. Building strong foundational skills in desktop support, basic networking, Windows administration. Known for strong communication skills, customer service experience, willingness to learn, and a positive team attitude. Eager to develop hands-on experience in a professional IT support environment while contributing reliable frontline technical support.

EDUCATION

Master of Information Technology and Information Technology Management (Cybersecurity)

University of Sydney | 2023 – 2025 | Sydney, Australia

Bachelor of Engineering in Computer Science and Engineering

Sri Sairam Engineering College | 2019 – 2023 | Chennai, India

Key Skills

• Technical Skills

- Operating Systems (Windows 10/11 administration | basic support and troubleshooting User account setup & password resets | Microsoft 365 / Entra ID – fundamentals)
- Networking (IP, VLAN, DHCP, basic troubleshooting steps)
- Hardware troubleshooting: printers, peripherals, connectivity

• Soft Skills

- Problem Solving: Quickly addressed inventory discrepancies, product placement challenges, and customer concerns, demonstrating initiative and solution-oriented thinking.
- Time Management: Managed multiple responsibilities during peak hours, prioritizing tasks effectively to ensure shelves were stocked, orders fulfilled, and customers served on time.
- Team Collaboration: Worked closely with colleagues and supervisors to coordinate daily tasks, restocking, and store operations, contributing to a smooth and efficient work environment.
- Adaptability: Adjusted to fast-paced and changing environments while learning new processes and tools, showing flexibility — an essential skill in dynamic IT support roles.

Professional Experience

Software Developer Intern

Exosys Data Labs

Jun 2021 | Remote

- Developed an **interactive Python-based Hangman game**, demonstrating coding proficiency and logical problem-solving.
- Showcased **software development capabilities** using Visual Studio Code.
- Applied project ownership skills, from design to implementation, within short timelines.

Volunteer Experience

Lead Organizer

Sairam Engineering College

Mar 2022

- Coordinated logistics for an **industrial tour of 120 students**, securing permissions and managing end-to-end travel

itineraries.

- Streamlined transport and accommodation processes, ensuring **efficient and seamless travel experiences**.
- Enhanced **student engagement and satisfaction** by managing academic-industry collaboration activities.

Campus Ambassador

MIT Square

Jul 2021 | Chennai, India

- Promoted MIT Square initiatives through **strategic social media campaigns** and campus events.
- Increased **peer participation and awareness** by driving targeted outreach programs.
- Strengthened organizational presence on campus through **effective communication and networking**.

Australian Work Experience

Grocery Team Member (Woolworths)

Sep 2023 – Jun 2025 | Carlingford, NSW

- Received Employee of the Month recognition for consistently delivering high-quality service, demonstrating strong work ethic, reliability, and teamwork.
- Assisted customers with product inquiries and purchases, providing clear communication and ensuring a positive in-store experience.
- Managed stock replenishment, shelf organization, and inventory checks with high attention to detail, maintaining product availability and store presentation standards.

Projects

LogWatch – Windows Security Log Monitoring & Alerting

- Designed a **PowerShell-based monitoring tool** to detect failed logons, account changes, and privilege escalations.
- Integrated with Gmail SMTP for **real-time alerts**, reducing incident response times.
- Tools: PowerShell, Windows Event Logs, Task Scheduler, JSON

Password Manager – Secure Credential Storage

- Built a **command-line password manager** with encryption and secure retrieval mechanisms.
- Implemented **clipboard timeout features** to prevent data leakage.
- Tools: Python, Cryptography Library, JSON

Certifications

- **Google IT Support Professional Certificate** – Coursera
- **MS 365 Fundamentals Specialization** – Coursera
- **Microsoft Azure Fundamentals** - Microsoft

Achievements

- **Employee of the Month (Woolworths)**: Awarded for consistent high performance and dedication to team success.
- **First Prize – Mini Project (2021)**: Led a team to design and deliver a functional prototype addressing real-world challenges, recognized for **innovation and technical depth**.