

Om Kheni

IT & Customer Support | Helpdesk Operations

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Career Objective

Motivated and empathetic IT and customer support professional with experience in service desk environments, data entry, helpdesk ticketing, and face-to-face and remote support. Proven track record supporting public sector users, resolving inquiries, and delivering reliable service across finance and administrative platforms. Brings strong attention to detail, multitasking ability, and a commitment to customer satisfaction.

Key Skills

- Inbound & outbound call handling (high-volume environments)
- Helpdesk & service desk support
- Ticket logging, tracking & escalation (ServiceNow, Jira)
- Data entry accuracy & system record maintenance
- Microsoft Office Suite (Outlook, Excel, Word) support & troubleshooting
- Financial system support (billing, invoice queries, payment issues)
- Remote assistance & user query resolution
- Clear written & verbal communication
- Customer-first service & complaint handling
- Team collaboration & multi-tasking under pressure

Education

ACS Professional Year

Aug 2024 – Aug 2025

Performance Education, Adelaide, SA, Australia

Key Subjects: Australian Business Culture and Environment, Achieving Career Success, Australian Workplace Skills and Professional Business Communication

Bachelor of Information Technology

Jul 2021 – Apr 2024

University of South Australia, Mawson Lakes, SA, Australia

Diploma of Information Technology

Aug 2017 – Sep 2020

Uka Tarsadia University, Bardoli, Gujarat, India

Employment History

Course Builder (Data Entry Officer – AU Course Migration) (Fixed-Term Contract)

Mar 2025 – Present

University of Adelaide, Adelaide, SA, Australia

- Provide technical support for LMS migration (Canvas and Moodle), ensuring system integrity and performance.
- Assist with system access setup and permission troubleshooting for teaching staff during LMS rollout.
- Set up and configure course content while maintaining accessibility and a consistent user experience.
- Participate in Agile-based QA testing, sprint reviews, and issue resolution.
- Use SharePoint, H5P, and FeedbackFruits to manage assets and support staff onboarding.
- Maintain technical documentation and contribute to internal knowledge-sharing practices.

IT Officer (Volunteer)

Dec 2024 – Present

Pint of Science Australia, Australia

- Deliver Level 1/2 IT support during national virtual events using Microsoft 365, Azure, and remote tools.
- Create and manage user accounts; resolve access and connectivity issues across distributed users.
- Maintain the WordPress backend and plugins; track and document bugs, updates, and fixes.

- Escalated unresolved issues and contributed to incident documentation and post-event technical debriefs.
- Collaborate with cross-functional teams to enhance IT support processes and service continuity.

Office Administration Assistant (Contract)

Aug 2024 – Feb 2025

Portside Mechanical Repairs, Woodville West, SA, Australia

- Answered and managed high-volume inbound customer calls related to bookings, service updates, and general inquiries.
- Provided on-site support for desktop/laptop devices, booking software, and internal application access.
- Logged and resolved IT service tickets for network, printing, and device configuration issues.
- Assisted with BYOD setup, Microsoft Teams, and email troubleshooting for staff and management.
- Maintained digital records and customer files; ensured billing accuracy and compliance.
- Liaised with customers and technicians to track job statuses and coordinate timely service.

Software Engineer Intern

Dec 2023 – Feb 2024

AdGrowth Solutions, Brisbane, QLD, Australia (Remote)

- Developed and tested the RepStack tool for automating customer feedback using GPT-4 and REST APIs.
- Contributed to UI/backend integration, Agile sprint cycles, and feature testing.
- Documented bugs, feature issues, and deployment feedback using Git-based version control.

Restaurant Manager

Feb 2022 – Sep 2023

Hungry Jacks, Gepps Cross, SA, Australia

- Led a team of 35, improving operational efficiency and customer satisfaction.
- Used digital tools for staff rosters, reporting, and issue resolution.
- Ensured compliance with food safety and workplace policies.
- Managed POS-related troubleshooting and minor system outages.
- Delivered on sales targets through service excellence and team training.

University Project

Teacher Dashboard for the NetLab Electronics Remote Laboratory

Jul 2023 – Dec 2023

University of South Australia, Mawson Lakes, SA

Objective: Developed a user-friendly dashboard to replace manual SQL queries and streamline faculty data management.

Tools: ASP.NET (C#), React.js, MySQL, D3.js

Duties: Designed UI/UX, implemented data filtering, session tracking, and oscilloscope graph plotting.

Outcome: Automated data workflows, significantly reducing faculty workload and supporting academic integrity.

Result: Successfully developed and deployed a fully functional Teacher Dashboard, achieving High Distinction for the final project.

Certifications

- AZ-900: Microsoft Azure Fundamentals** (In Progress)
- Google IT Support Professional Certificate** – Google (Coursera)
- Introduction to Cybersecurity** – CISCO
- Introduction to AWS Storage Gateway** – Amazon Web Services

References

Available upon request