**Suman Chaudhary**

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**IT Support Engineer**

**Technical Support | Remote Desk Support | Troubleshooting | Active Directory | Office365 | Azure**

With over 2 + years of experience as a dedicated and customer-focused IT Support Specialist, I am driven by a passion for resolving technical challenges and ensuring seamless technology experiences. My objective is to leverage advanced technical skills, effective communication abilities, and a meticulous problem-solving approach to provide exceptional IT support. By enhancing end-users' productivity and satisfaction, I aim to contribute significantly to the success of the organization. I am dedicated to continuously developing expertise in the latest technologies and industry best practices to drive innovation and efficiency in IT operations.

**TECHNICAL COMPETENCIES**

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| --- | --- |
| **Hardware & Network** | Installation, Configuration, Assembly, Maintenance, Upgrading |
| **Operating System** | Windows 7/8/10/11, Windows server 2019, MacOS |
| **Cloud Technologies** | Office 365, Microsoft Azure, One Drive, SharePoint, MS Teams, Outlook, AWS, MS Intune |
| **Backup Technologies** | Windows Backup, Office365 Backup |
| **Applications** | MS Office 365 desktop apps,, Cisco Packet Tracer |
| **Networking** | DHCP, DNS, TCP/IP, Router, Switches |
| Ticketing | OS Ticketing, Zendesk, Freshdesk, ServiceNow |

**PROFESSIONAL EXPERIENCE**

**IT Support Specialist** **– Contract Dec 2022 – Present**

**Techgenius –** 16-22 George Street, North Strathfield, NSW 2137

* Diagnosing and resolving technical issues through phone, email, Slack and ticketing system.
* Installing and maintaining computer hardware, software, and other equipment for deployment purpose to customer as per the requirements.
* On-boarding and off-boarding users creating their network login, email and permissions and guiding users through step-by-step solutions during the process, ensuring customer satisfaction.
* Escalate complex technical issues to higher-level support engineers or appropriate departments as required.
* Strong understanding of network connectivity, TCP/IP protocols, and LAN/WAN configurations and VLANs.
* Assisting users with Microsoft 365 account management and setup, password management, and account synchronization across devices and all the office related issues.
* Experience with Cloud platform such as AWS, Azure platform and its core services, such as virtual machines, storage accounts, and networking.
* Managing and monitoring of dedicated file servers, allocating and delegating file system and shared folder access, mapping shared drives and printer management.
* Assisting on cloud-based file sharing platforms, such as Microsoft SharePoint, Google Drive, OneDrive, or Dropbox, including user account management and access control.

**Helpdesk Support** **– Casual**   **Nov** **2021- Nov 2022**

**Cloudstream –** 10 Geeves Avenue, Rockdale, 2216, Australia

* Answering customer calls to offer initial technical support
* Managing all the Assets and Loan devices in the company and ensuring every devices are up-to-date and ready for replacement/Deployment.
* Working on server virtualization technologies, such as VMware or Hyper-V, and administration tasks such as creating virtual machines and managing virtual networks.
* Managing user accounts on AD, Azure AD, Exchange online and Office365, resolving related issues.
* Executing updates, upgrades, and deployments for Windows, MacOS, Linux and Phone Systems.
* Maintaining network documentation and creating focused Knowledge Based.
* Outstanding customer service, effective teamwork, and quick learner with new technology.

**Helpdesk Support– Internship (Remote) Aug 2021 – Nov 2021**

**Marketing Eye Pty Ltd –** 485 Malvern Road, South Yarra, VIC, 3141

* Aided clients with Office 365 support, including user management and password assistance.
* Log and prioritize support tickets in a helpdesk system.
* Diagnosed and resolved technical problems via remote assistance
* Delivered end-user training to enhance IT literacy and efficiency within the organization.
* Managed network configurations, ensuring seamless connectivity and data access for all users.

**Customer Service Representative – Part time**  **Nov 2018 – July 2021**

**ISS Facility Services –** Sydney, Australia

* Efficiently resolving customer complaints, aiming for first-call resolution whenever possible.
* Accurately processing customer orders, returns, and exchanges in line with company procedures.
* Maintaining detailed records of customer interactions, transactions, inquiries, and complaints using CRM software or other designated systems.
* Proactively improving customer experience, suggesting enhancements to management.
* Establish and maintain strong relationships with local business and end users.

**EDUCATION**

**The ACS Professional Year Program (ICT) Jan 2022 – Sep 2022**

QIBA – Sydney, Australia

**Bachelor of Information Technology Nov 2019 – Jul 2021**

Victoria University – Sydney, Australia

**Diploma of Information Technology Oct 2018 – Oct 2019**

ECA Graduate Institute – Sydney, Australia

**SOFT SKILLS**

* Excellent customer service skills
* Problem solving skills and positive attitude
* Strong communication skills, both written and spoken
* Amazing Interpersonal Abilities and time management capabilities
* Experience in writing reports, emails and communicating face-to-face
* A strong team spirit and ability to lead and work autonomously when required

**LANGUAGE**

English: Proficiency

**REFERENCE**

Available Upon Request