

CAREER OBJECTIVE

IT Support Specialist with over 2 years of experience in technical support, customer service, and Microsoft 365 administration. Skilled in troubleshooting hardware, software, and network issues, and providing remote and onsite support. Proven ability to manage IT infrastructure, resolve technical issues efficiently, and deliver exceptional customer service. Experienced in Agile methodologies, project management, and IT education, with a strong foundation in Python, R, and React. Seeking a role as a Technical Support Specialist or MS365 Support Engineer to leverage my technical expertise and problem-solving skills.

TECHNICAL SKILLS

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| Programming Languages: | Python, R, JavaScript |
| Operating Systems: | Linux, Windows OS, Mac OS |
| Helpdesk Support: | L1/L2 support, remote troubleshooting (TeamViewer, VNC), ticketing systems |
| Networking: | Basic network configuration, ADSL & NBN setup, DHCP, DNS |
| System Backup & Imaging: | Shadow Protect, Virtual Imaging (Ghost) |
| AD and Group Policy: | User management, permissions, and policy configuration |
| Hardware Support: | Computer hardware diagnostics, MFD installation (Fuji Xerox), AV equipment support |
| System Services: | Apache (HTTP), |
| Databases: | MySQL, SQL, MongoDB |
| Frameworks: | ReactJS, TensorFlow, Sci-kit Learn |
| Version Control : | Git |
| Applications: | After Effects, Microsoft: Word, Excel, PowerPoint, Project, Outlook, Trello |
| Microsoft 365 Administration: | Outlook, Teams, SharePoint, OneDrive, Exchange Online |

KEY STRENGTHS

- Experienced working with MS365, network trouble shooting /
- Providing L1/L2 technical support to clients, resolving hardware, software, and network issues.
- Proficient in Python, R, and React, with expertise in Artificial Intelligence and Machine Learning.
- Skilled at uncovering insights from raw data and developing innovative solutions through data analysis.
- Demonstrated ability to achieve KPIs and drive performance, as evidenced by previous roles, particularly as assistant online manager
- Committed to continuous learning and growth, staying updated with the latest trends and advancements in the field.
- Collaborative and adaptable team player, able to work effectively in cross-functional teams to achieve common goals.
- Project Management experience in an agile setting using tools like Trello for project management and Git for version control.

EDUCATION

The ACS Professional Year Program – ICT
Queensland International Business Academy, ACT Campus

Feb 2023 - Present

The Professional Year Program is a work readiness program designed to prepare university graduates for the professional ICT workforce. Topics include business communication, workplace relations and practices, WHS, professional networking, report writing and effective presentation skills.

Master of Data Science
University of Canberra, Canberra ACT

Feb 2022 – Dec 2023

Key Achievements: Dean certificate for two semesters

Key Subjects: Machine learning techniques, EDA using R , Computer Vision

Bachelor of Information Technology
Federation University, Sydney NSW

Jan 2019– Dec 2021

Key Achievements: Student Support Mentor,

Key Subjects: Big Data Analytics

ACADEMIC PROJECTS

Title: Emotion Tracking using vision cues on Android. **May 2023**
Objective: To develop an android application that can be used to track continuous human emotion based on a circumference emotional model using the video uploaded.
Tools: Android Studio, Python, Django
Duties: Worked as the lead developer in the project and contributed to the team as the scrum master using Agile methodology. We made use of the above technology to develop an android application. In this project data collection, preparation, machine learning model development was learnt along with Android application development.
Outcome: Achieved a High Distinction and successfully exhausted all the wish-lists.

Title: Learning Management System **Dec 2021**
Objective: To develop an Learning Management system android application with user based hierarchy features like student onboarding, attending online classes, accessing results etc
Tools: Android Studio, Firebase
Duties: Worked as the lead developer in the project and successfully implemented the full stack application with features like login, single sign on, and all the moodle based features. Java was the choice of programming language used for mobile applications and firebase was used as the backend.
Outcome: Achieved a High Distinction and successfully exhausted all the wish-lists.

WORK EXPERIENCE

Technical Support Intern
Bluepackets, Canberra

Dec 2024 -Present

- Provided L1/L2 technical support to clients, resolving hardware, software, and network issues.
- Assisted in the configuration and troubleshooting of Microsoft 365 applications, including Outlook, Teams, and SharePoint.
- Utilized remote desktop tools to diagnose and resolve technical problems efficiently.
- Documented support tickets and maintained accurate records of issues and resolutions.
- Collaborated with the IT team to improve support processes and enhance customer satisfaction.

Information Technology Lecturer**Mar 2023 – Present****Crown Institute of Higher Education, Canberra**

- Delivering lectures, seminars, and workshops on various IT topics to undergraduate students.
- Providing consultation and guidance to students regarding the subject matter.
- Assisting students with administrative duties related to their academic requirements.
- Collaborating with colleagues to enhance teaching effectiveness and promote interdisciplinary learning

Assistant Online Manager**Feb 2021 – Present****Woolworths Group, Gungahlin**

- Lead team to manage online orders
- Meet the KPIs set
- Handle customer requests and sort any abnormalities
- Provide support over phone regarding order issues
- Follow communication protocols to escalate issues if unresolved

ACHIEVEMENTS/AWARDS

- Dean Certificate of Recognition, University of Canberra (2022)

VOLUNTEER WORK / EXTRACURRICULAR ACTIVITIES

- New Vision Blood Donation Program, Kathmandu (2017)
- Volunteering during Earthquake, Kathmandu (2015)

PROFESSIONAL AFFILIATIONS

- Australian Computer Society (ACS)

REFERENCES

Provided upon request