



ABOUT ME

With over 10+ years of experience in education, technology and customer server industry. I am results driven, aimed at helping customer and improve their experience.

LANGUAGE:

English
Nepali
Hindi

CONTACT

PHONE:
0425867424

WEBSITE:
<https://tikakandel.github.io/tikaPortfolio/>

EMAIL:
Tika_kandel@live.com

HOBBIES

Sports
Movies

TIKA KANDEL

Cyber security - Critical vulnerability analyst
IT Service desk analyst

WORK EXPERIENCE

Monash University - IT Service Desk Analyst

2016 to present

- Diagnose and troubleshoot issue software and hardware issue with Mac OS X, Windows SOE. office, Adobe software, SAP, Google apps and email, ESS, SAP, Moodle, Panopto, Echo360, Audio visual systems
- Configure, Install, update custom research and education software as required by the university

Projects:

- Multi Factor Authentication (MFA),
- Monash Online Exam Platform(eAssessment)

Monash University - Cyber security Critical vulnerability

2021- present

- Identify and analysis system security gaps and issues, run vulnerability system diagnostic tools, provide the resolution and fix to the service owner and mitigate the issue

Monash University -Senior Store Office

2010-2013 and 2014-2016

- Built strong relationships with internal and external stakeholders.
- procuring goods and service with external and internal vendors that required by researcher and administrative staff

Project:

- online goods sign-out system

Tall Bench Café -owner/Manager

2013-2014

- Experience in supervising a team of 6 staff members
- Built strong relationships with new and existing customer
- Managing inventory and account

EDUCATION

Monash University

Full Stack Development - Preset

HTML, CSS, JavaScript, jQuery, Heroku, Git, MySQL, MongoDB, Node.js, Express, MERN Stack, Quality assurance

Holmes College Melbourne

Diploma in Management -2006 to 2007

NIIT -Chitwan, Nepal

Advance Diploma in IT - 2002-2004

Windows OS, MS office Suit, Java and C++(basic), SQL, Visual Basic

SKILLS

- Strong customer service
- Ability to understand customer issue and need
- Strong Technical and troubleshooting knowledge
- Basic understanding of command line OS such as Linux