

UTSAV KHATIWADA

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PROFESSIONAL SUMMARY

A passionate, tech-savvy, and reliable IT professional equipped with a solid foundation in information technology principles and extensive hands-on experience in ensuring the functionality, reliability, and performance of software and hardware systems, as well as managing Windows operating systems, and providing technical support for Microsoft 365 applications, while adeptly using ticketing systems to address various user enquiries and improve IT processes.

Highly adaptable with a knack for quickly mastering new technologies and environments, excelling in delivering exceptional IT support with a meticulous attention to detail and a passion for innovation. I am seeking an exciting role within a dynamic tech environment where my expertise in Windows OS and Microsoft 365 can contribute to organisational success, while also providing opportunities for further technical growth and innovation.

CERTIFICATIONS

- Career Essentials in System Administrator by Microsoft and LinkedIn | Microsoft | 2024
- Career Essentials in Cybersecurity by Microsoft and LinkedIn | Microsoft | 2024
- ITIL Foundations | LinkedIn | 2024

PROFESSIONAL AFFILIATIONS

- Australian Computer Society (ACS) - Member ID: #4405757

SKILLS

TECHNICAL SKILLS

- **Operating Systems:** Windows 10/11, MacOS, Mobile operating systems (iOS, Android)
- **Server & Storage:** Windows Server 2016/2019, NAS Storage Setup & Rack Mounting, RAID Configuration
- **Hardware and Infrastructure:** PC Build & Assembly, KVM Switches, Printers, Peripheral Devices, Rack-Mount Installations
- **Cloud Technologies:** Microsoft 365, Active Directory, Microsoft Entra ID, Azure AD, Intune, SharePoint, OneDrive, Microsoft Teams
- **Ticketing System:** Freshdesk, osTicket, Atera, Karishma
- **Virtualization & Remote Access:** VMware (ESXi, Workstation), Hyper-V, Remote Desktop, TeamViewer, AnyDesk, Splashtop
- **Networking:** TCP/IP, DHCP, DNS, VLANs, VPN, LAN/WAN Troubleshooting, Switches, Routers
- **Applications & Tools:** Microsoft Office 365 Desktop Apps, Adobe Creative Cloud, K-PACS Viewer, DICOM Imaging Tools
- **Remote Desktop Protocol:** Microsoft Remote Desktop Connection, TeamViewer, AnyDesk, Splashtop
- **Backup and Recovery:** Veeam Backup & Replication, Windows Server Backup, Datto, Azure Backup
- **Documentation & Knowledge Base:** IT Checklists, Internal SOPs, Knowledge Base Contributions

SOFT SKILLS

- Adaptable to technological advancements and organizational changes for seamless transitions and optimal performance.
- Committed to continuous self-improvement, actively seeking new skills and staying current with emerging technologies.
- Skilled in diagnosing and resolving complex technical issues using logical reasoning and systematic troubleshooting.
- Strong analytical mindset, capable of evaluating situations to develop innovative strategies and solutions.
- Excellent interpersonal communication, able to convey technical information clearly to diverse audiences.
- Collaborative team player, working harmoniously with cross-functional teams to achieve shared goals.
- Detail-oriented, ensuring accuracy in problem analysis, solution implementation, and documentation.
- Solid work ethic, consistently delivering high-quality results within deadlines and adhering to best practices.
- Resilient and efficient in changing or challenging situations, maintaining focus under adversity.
- Champion of innovation, promoting continuous improvement on individual, team, and organizational levels.
- Respectful and trustworthy, upholding organizational values and fostering a respectful work environment.

EMPLOYMENT HISTORY

Security In Depth | July 2023 – Present

IT Support Intern

- Ensuring the smooth administration of user accounts within Windows Server environments, managing onboarding, offboarding, and password management while adhering to company data security policies.
- Overseeing the maintenance and enhancement of Windows 10/11 systems, addressing troubleshooting, updates, upgrades, and password resets to uphold operational efficiency and security.
- Providing assistance to users with SharePoint and Teams usage, including password resets, access permissions, document management, navigation guidance, and adherence to security policies.
- Strengthening network security by managing group policies and NTFS permissions, enforcing access control measures for personal and company drives while conducting regular audits to ensure compliance with security standards.
- Executing data backup and recovery procedures on Windows server platforms, safeguarding data integrity and protection through RAID configurations and Veeam Backup solutions, and conducting periodic recovery drills to validate backup integrity.
- Offering technical support to maintain uninterrupted connectivity and optimal network performance, identifying and resolving DHCP, DNS, LAN/WAN issues, and proactively monitoring network traffic for potential security breaches.
- Managing user accounts and groups within Microsoft Azure, including password resets and implementation of multi-factor authentication (MFA) to enhance security, regularly reviewing access permissions to lessen risks of unauthorised access.
- Diagnosing and resolving hardware issues such as RAM upgrades, hard drive replacements, and printer troubleshooting, ensuring optimal device functionality through extensive and complete hardware testing and diagnostics.
- Using remote support tools like RDP, AnyDesk, and TeamViewer to troubleshoot technical issues and assist users, reducing operational disruptions by providing timely resolution and proactive problem-solving guidance.
- Configuring and managing corporate devices using Microsoft Intune, ensuring compliance with security protocols and timely deployment of security patches, while also implementing mobile device encryption and remote wipe capabilities to protect sensitive data.
- Confidently and competently resolving customer inquiries and technical issues using the Freshdesk ticketing system, providing Level 1 support and escalating unresolved matters as needed, continuously improving response times and customer satisfaction metrics.
- Packaging, deploying, and overseeing software applications on Windows devices through Microsoft Intune, ensuring compliance with licensing agreements and seamless availability, while also managing software updates and patches to mitigate security vulnerabilities.
- Creating and managing virtual machines using VMware Workstation and Hyper-V, enhancing resource allocation and integration within the IT infrastructure, and implementing disaster recovery plans to diminish downtime in case of VM failures.

Interfuse Technologies | April 2021 – July 2023

IT support Intern

- Delivered first-line technical support for software, hardware, and networking issues through phone, email, and remote tools (AnyDesk, TeamViewer)
- Logged and managed incidents using platforms like Karishma and Atera, escalating complex issues while ensuring timely resolution
- Configured and deployed desktop environments for doctors and radiologists, including software installations, dual-monitor setups, and specialty medical apps.
- Installed, mounted, and configured NAS storage units in server racks, ensuring data backup and secure access integration.
- Gained hands-on experience with Datto backup solutions and performed basic disaster recovery readiness tasks.
- Worked with KVM switches to manage multiple PCs with shared keyboard, video, and mouse configurations in medical workspaces.
- Managed user identities and access rights in Active Directory and Office 365, including secure password resets and role-based permissions.
- Supported PACS workflows by installing and troubleshooting K-PACS viewer software and working with DICOM files for medical image viewing.
- Performed basic network troubleshooting including VPN, Wi-Fi, DHCP, and DNS configuration to maintain stable clinical access.
- Assisted with PC builds, OS installations, and routine maintenance for clinical and admin staff devices across multiple medical centers.
- Updated internal documentation and checklists, contributing to streamlined support for future IT interns and team members.
- Participated in ongoing BAU support tasks while shadowing senior technicians on infrastructure projects and rollout initiatives.

PROJECTS

1. Build an Ad Blocker for Home Network using Raspberry Pi Zero

- **Objective:** Designed and implemented a network-wide ad blocker to enhance privacy and improve network speed within a home network environment.
- **Tools:** Raspberry Pi Zero, Raspberry Pi OS, Pi-hole
- **Responsibilities:**

- Configured Raspberry Pi Zero and installed Raspberry Pi OS.
 - Installed and optimized Pi-hole for network-specific needs.
 - Adjusted router's DHCP settings for improved network efficiency.
 - Conducted rigorous testing to validate the ad blocker's effectiveness.
- **Outcome:** Enhanced network privacy and speed, and improved skills in system configuration, network management, and Linux.

2. Build a Content Delivery Network using Raspberry Pi

- **Objective:** Designed and implemented a custom media server solution for seamless streaming of TV shows within a home network environment.
- **Tools:** Raspberry Pi 4, OpenMediaVault, Docker, Portainer, Radarr, Sonarr
- **Responsibilities:**
 - Configured OpenMediaVault on Raspberry Pi for efficient resource management.
 - Implemented Docker and Portainer for containerization.
 - Managed Docker containers for Radarr and Sonarr for automated media content management.
 - Integrated storage solutions for optimized media file accessibility.
 - Ensured seamless connectivity across devices for effortless media streaming.
- **Outcome:** Improved system configuration, containerization, and media server deployment skills, enhancing home entertainment experiences.

3. Student Resource Portal with Notion

- **Objective:** Developed a comprehensive online platform for Victoria University students to access essential academic resources.
- **Tools:** Notion
- **Key Features:**
 - Organized semester and unit-specific folders for easy navigation.
 - Enabled efficient note organization and storage.
 - Dedicated sections for assignments and recommended reading materials.
 - Integrated enrolment guidance features for academic planning.
- **Outcome:** Created a user-friendly, centralized platform that optimized academic workflow, promoting productivity and success in university studies.

VOLUNTEER WORK

I am a people person who enjoys interacting with different types of people. I enjoy visiting new places, vlogging, meeting new people, learning about new cultures and languages, and most importantly, assisting others.

I have attended a few networking events from Australian Computer Society (ACS) in person including.

- Industry Insights: How to enhance your team's cyber resilience | Tuesday, 04 Jun 2024
- How to Get Ready for a Job at TPG Telecom | Thursday, 9 May 2024
- Risk and Opportunities: When psychology meets leadership and technology | Thursday, 18 April 2024
- Tech Careers Bootcamp: Unlock your career potential with Salesforce | 16 May 2024

FORMAL EDUCATION

- Professional Year Program | Queensland International Business Academy (QIBA) | 2024
- Bachelor of Information Technology (Network and System Computing) (Distinction) | Victoria University | 2023
- Advanced Diploma of Network Security | Southern Academy of Business and Technology | 2021
- Diploma of Information Technology | Southern Academy of Business and Technology | 2020

REFERENCES

Available Upon Request