

# Utsav Khatiwada

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## Level 1- IT Support Engineer

Customer Service & Communication | Troubleshooting & Problem Solving | Microsoft 365 & Active Directory

A dedicated, collaborative and technically proficient IT Support professional with 1.5 years of experience delivering responsive, hands-on support across healthcare and corporate environments. Adept in troubleshooting Windows environments, managing Microsoft 365, Azure AD, and Intune, and resolving user issues through remote tools and ticketing systems. Known for elevating customer experience through clear communication, strong documentation, and a user-first mindset. Quickly masters new technologies and maintains meticulous attention to detail. Operational excellence, backed by ITIL and Microsoft certifications. Eager to contribute to a service-driven team, while continuing to grow expertise in cloud services, system administration, and service desk operations.

### Technical Skills

- **Operating Systems & Platforms:** Windows 10/11, macOS, iOS, Android, Windows Server 2016/2019
- **Cloud Technologies & Identity Management:** Microsoft 365, Azure AD, Microsoft Entra ID & Teams, Intune, SharePoint, OneDrive
- **System Administration & User Support:** Active Directory, Group Policy Management, User Onboarding/Offboarding, Role-Based Access Controls, Remote Desktop Protocol (RDP), TeamViewer, AnyDesk, Splashtop
- **Virtualization & Infrastructure:** VMware (ESXi, Workstation), Hyper-V, NAS Storage Setup, RAID Configuration, Rack-Mount Installations, KVM Switches, PC Assembly, Printer & Peripheral Setup
- **Networking & Connectivity:** TCP/IP, DNS, DHCP, VLANs, VPN, LAN/WAN Troubleshooting, Switches, Routers
- **Service Desk Tools & Documentation:** Atera, Karishma, IT Checklists, SOP Creation, Knowledge Base Contributions
- **Security, Backup & Recovery:** Multi-Factor Authentication (MFA), Basic Cybersecurity Practices, Veeam Backup & Replication, Windows Server Backup, Datto, Azure Backup
- **Software & Tools:** Microsoft Office 365 Suite, Adobe Creative Cloud, K-PACS Viewer, DICOM Imaging Tools.
- **Video Conferencing:** Zoom, Microsoft Teams

### Certifications

**Career Essentials: System Administration** | Microsoft & LinkedIn Learning, 2024

**Career Essentials: Cybersecurity** | Microsoft & LinkedIn Learning, 2024

**ITIL Foundation** | LinkedIn Learning, 2024

**Jira Fundamentals Badge** | Atlassian 2024 Completion ID: 300923737

**Microsoft Certified: Azure Fundamentals** | In Progress

### Education

**Professional Year Program** | Queensland International Business Academy | 2024

**Bachelor of Information Technology** (Network and System Computing) (Distinction) | Victoria University | 2023

**Advanced Diploma of Network Security** | Southern Academy of Business and Technology, Sydney | 2021

**Diploma of Information Technology** | Southern Academy of Business and Technology, Sydney | 2020

### Professional Experience

**Portfolio available** - showcasing infrastructure builds, healthcare IT integration, and embedded systems. **Oct 2024 – Present**

🔗 [View Technical Portfolio](#)

**IT Support Intern | Interfuse Technologies | Sydney** **Feb 2025 – Apr 2025**

- ✓ **Resolved software, hardware, and network issues** for clinical staff via phone, email, and remote tools (AnyDesk, TeamViewer), maintaining continuity of care with minimal downtime.
- ✓ **Streamlined ticket handling** in Karishma and Atera by logging, escalating, and following up on service requests, consistently meeting service level expectations.
- ✓ **Managed over 100 user accounts and access controls using Active Directory and Microsoft 365**, reducing authentication errors and strengthening role-based security protocols.
- ✓ **Strengthened disaster recovery readiness** by administering Datto backup systems and conducting regular recovery drills aligned with healthcare compliance standards.

- ✓ **Improved knowledge transfer and streamlined onboarding** for new IT interns by authoring and updating SOPs, configuration checklists, and onboarding materials.

IT Support Intern | Aphore | Sydney

Jul 2023 – Sep 2023

- ✓ **Administered user accounts and password policies in Windows Server and Microsoft 365**, ensuring secure onboarding/offboarding and compliance with security protocols.
- ✓ **Strengthened security standards** by managing NTFS permissions and GPOs, conducting access audits and enforcing company-wide data protection measures.
- ✓ **Delivered prompt L1 support using Freshdesk and remote tools (RDP, TeamViewer, AnyDesk)**, consistently resolving technical issues while enhancing user satisfaction.
- ✓ **Implemented secure backups and conducted recovery drills using Veeam and RAID** configurations, supporting compliance and data resilience.
- ✓ **Created and maintained internal SOPs and technical documentation** which improved onboarding efficiency for new IT staff and interns.
- ✓ **Reduced recurring incidents** by diagnosing Windows 10/11 desktop issues, executing upgrades and patching, and performing preventative maintenance.

### Previous roles

Food & Beverage Administrator | Hilton Hotel | Sydney  
Café Allrounder | Morning Owl | Sydney  
Kitchen Hand | Kirribilli Village Cafe & Ristorante | Sydney

Apr 2021 – Jul 2023  
Nov 2019 – Apr 2022  
Oct 2020 – Nov 2021

### Technical Portfolio (Highlights)

 [View Technical Portfolio](#)

- ✓ Built full-stack web apps and interactive quiz platforms showcasing front-end/back-end integration and user-centred problem-solving.
- ✓ Designed cloud-integrated productivity tools to enhance workflow automation.
- ✓ Engineered Raspberry Pi builds, including CDN media servers and Pi-hole ad blockers for network optimization.
- ✓ Applied scripting, UI/UX design, and system configuration in both academic and personal projects.

### Technical Portfolio (Selected Projects)

- ❖ **Pi-hole Network Ad Blocker** – Deployed network-wide ad filtering via Raspberry Pi; configured DHCP/DNS servers for client control and improved LAN privacy and speed.
- ❖ **Digital Pathology Middleware** – Engineered Python-based middleware on Raspberry Pi for HL7 message parsing and secure data transfer between hospital systems.
- ❖ **Raspberry Pi Media Server** – Built LAN-based media distribution using Docker containers and integrated automated content management tools.

### Industry Engagement & Personal Growth

A socially engaged and culturally curious professional who thrives on connection, learning, and supporting others. Passionate about exploring new places, languages, and perspectives, while consistently expanding knowledge of emerging technologies and career pathways. Proactive commitment to professional development by attending several in-person networking events hosted by the Australian Computer Society (ACS), including:

- *Industry Insights: Transforming Organisations Using AI Copilot* — 11 July 2024
- *Member Forum: Blockchain in Practice* — 12 June 2024
- *VIC Branch Forum: Quantum Computing and the Future of Mankind* — 11 June 2024
- *Industry Insights: Enhancing Team Cyber Resilience* — 04 June 2024
- *Tech Careers Bootcamp: Salesforce Career Paths* — 16 May 2024
- *TPG Telecom: Job Readiness Workshop* — 09 May 2024
- *Risk & Opportunity: Psychology Meets Leadership & Tech* — 18 April 2024

### Professional Affiliations

Member, Australian Computer Society (ACS) | Member ID: 4405757

Actively engaged in ACS networking events and industry forums focused on emerging technologies and career development.