

UJJWAL SAMAL

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PERSONAL PROFILE:

Dynamic and innovative IT Support Officer with appropriate knowledge of System & Network based upon the recent IT industry. Collaborative communicators continually focused on building relationships and promoting synergy across teams to drive positive change. Possess strong analytical skills with ability of conducting in-depth analysis of business needs and technological trends.

TECHNICAL SKILLS:

- Skills in front-end web tech like HTML5, JavaScript, and familiarity with front-end frameworks.
- Configuring hardware and software, setting up peripherals such as printers and routers.
- Experience of using a ticketing system (eg. BMC Helix, Service Now)
- Mobile device management (MDM) on both Android and Apple.
- Office 365, Microsoft Office product and SharePoint.
- Active Directory Domain Services and Group Policy.
- Good skill of VMware and Windows Server 2012 and 2016.
- Apple - MacOS Monterey/Ventura Troubleshooting
- Use of Azure VMware and Teamviewer
- Server Side: Microsoft Window Server, Windows 10 Upgrades & Rollout
- Client Side: Microsoft Windows 8/10/11, Troubleshooting Scanners & Printers
- Network Hardware: DHCP, DNS, Cisco Routers/Switches, Networking technologies,
- Skills in front-end web tech like HTML5, JavaScript, and familiarity with front-end frameworks.

Management & Personal Skills

- Support of ICT infrastructure and systems to provide a stable and efficient IT environment.
- Incident management - diagnosis and troubleshooting of service desk tickets.
- Excellent Customer Service by maintaining regular communication with users and providing updates proactively.
- Troubleshooting, problem resolution and capturing necessary information for future analysis.
- Escalate incidents and problems for resolution by appropriate staff and vendors.
- Documentation of procedures, configurations, and solutions, and proactively seek and update information to procedures and FAQs.

- Detail Oriented, encouraging attitude and experience of working under pressure.
- Ability to prioritize and manage competing tasks in a complex environment.

WORK EXPERIENCE DETAIL

Web Developer, Zenith Services Pty Ltd

- Maintaining company websites with promotional events and offers
- Create logos and promotional events posters using Photoshop.
- Create a website using HTML5, CSS php and Javascript.
- Supporting all the users in IT.
- Ensuring and maintaining all the Office 365 apps are working.
- Using VMware to update any new apps for the staff.
- Use of Windows server 2016 for ADDS

IT Support Engineer, [MacquarieGroup Limited] - Contractor (Green Light WordWide)

- Rebuilding auto-pilot Windows Os and MacOS
- Applications Support (eg: Outlook, Slack, MS Office, plugins for IntelliJ Platform etc)
- Create/update tickets in Jira and Helix (Smart IT)
- Use of MDM to enroll Android and Apple devices(One Workspace)
- Setup IT requirements for new staff – including user account creation, computer setup, software installations, workstation setups and IT induction
- Create and update a Confluence page
- Use a combination of Sailpoint and Azure AD to create or change the user's password.
- Supporting a user remotely via phone call, Zoom and Live Chat (CCT)
- Configuring Macquarie Virtual Desktop (MVD) through Azure Virtual Desktop for external contractors.
- Creating Bulk Asset of all the devices (MacBook and Dell)
- Configuring BIOS system for Dell devices
- Use of Excel and BMC ITSM to keep the records of user assigned devices.

Helpdesk IT Support, [Bunnings Pty Ltd] -Contractor (Milestone IT)

- Provide first-line technical support to staff in relation to end-user computing, meeting room AV support and other IT-related technical requirements
- Action requests received via the IT ticketing system, in-person visits and by phone
- Prioritize and schedule problems. Escalate problems (when required) to the appropriately experienced technician

- Setup IT requirements for new staff – including user account creation, computer setup, software installations, workstation setups and IT induction
- Setup and support IT peripherals such as required – monitors, docking stations, keyboard/mouse sets, iPhone
- Image new laptops and replace existing laptops as necessary

IT Onsite-Support Technician, Real Grace Services

- Responding to support requests for technical assistance via phone, remotely and in person
- Monitor cases in Ticketing tool queues and Update Log notes in ticketing tool.
- Installations, Movement, Transfer, surrender of Desktops/Laptops/ Thin Client, Printers, Scanners.
- Reimage the client's computer and deploy apps through SCCM
- Assisting the Remote Engineer via Team-Viewer.
- Troubleshooting issues related to Hardware, OS, Standard Office Suite and Browsers.
- Hardware support to Desktops, Laptops, Thin Clients. First level support to Printers, Scanners and Multi-Function Devices.
- Pre-checking the docking station, power cables and HDMI Connection at the client's workplace.
- Test and make reports of Wi-Fi Signal strength Inside the peripheral of the client's office.
- VPN and Microsoft O365 tests.

ACADEMIC QUALIFICATION

Bachelor of Information Technology (Nov 2016-June 2019)

- Victoria University Sydney, Australia
- Major in Computer Network

Certificates in MS-900 Microsoft 365 Fundamentals (2023)

REFEREES

Available on Request