

Career Objective

A focused and goal-oriented individual looking for an entry level IT networking role to gain practical experience within a field. Aiming to expand strong computer network systems skills useful in assessing, designing, planning, and configuring network architecture. Adaptable IT networking major eager to join an innovative organization in the capacity of Network engineering intern.

Education

Bachelor of Networking **Oct 2019**
Melbourne Institute of Technology (MIT)
Sussex street, Sydney NSW Australia

Intermediate in Science (ISc) **Sep 2016**
Kathmandu Model College
Bag bazar, Kathmandu, Nepal Bagmati Pradesh Nepal

Training

- Certificate III in Disability support and Ageing
- First aid Training
- CPR training

Government Checks

- Valid RSA
- Valid Police check
- Full Australian Driving license
- Working with vulnerable people card (WWVP)

Key Skills- Nursing

- Strong clinical judgment.
- Professional bedside manner.
- Knowledge of providing the client with both physical and mental support.
- Organizing daily tasks and schedules
- Arranging patient transport
- Identifying ways to provide comfort and enable clients
- Build a relationship with clients
- Adapting into a client's lifestyle

Personal Skills

- Time management and ability to prioritize multitasking.
- Knowledge of Microsoft suits.
- Enthusiastic about providing personal care to all types of patients.
- I Enjoy working with professionals daily.
- Able to control own emotions with confidence.

Technical Skills

- Microsoft Office including word, excel, PowerPoint
- Proven experience as a help desk technician or other customer support role
- Ability to diagnose and resolve basic technical issues
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- Excellent communication skills
- Email Management
- Familiarity with Support Ticket
- Call Centre Support
- Data management using sorting software

Degree Related Projects

The title of our project was "Cloud computing for small business organizations". We created a cloud computing service and once the cloud platform was ready, we collected all the necessary data from the client and uploaded them to the cloud and showed them how safe their data was on the cloud platform.

Employment History

BWS - Store Assistant

Reed St N, Greenway ACT 2900 Australia

Mar 2020 - Ongoing

- Stacking shelves with Alcohol,
- serving customers,
- listening to the manager to try to set jobs out on the day,
- receiving big pellets of boxes and moving them into the shop.

ANCC- IT support and Helpdesk

Fyshwick, Canberra ACT 2609

March 2021-Ongoing

- Perform remote troubleshooting through diagnostic techniques and pertinent questions,
- Create support tickets using software like Connectwise web based ticketing system to accurately document files.
- Pass on any feedback or suggestions by customers to the appropriate internal team• Providing technical support across the company (this may be in person or over the phone),
- Setting up accounts for new users,
- Repairing and replacing equipment as necessary,
- Strong drive to provide excellent customer service and experience, with an awareness of prioritization of tasks, stakeholders, budget, and time,
- Serve as the first point of contact for customers seeking technical assistance over the phone or email,

- Maintain safety of self and others by adhering to strict infection control guidelines and the wearing of personal protective equipment.
- Register and update patient details.
- Maintain records and create, store, update and retrieve information ensuring the accurate, confidential and safe storage of information.
- Communicate and liaise with all members of the health care team to ensure the provision of quality support services.
- Ensure confidentiality of patient information in accordance with relevant policies and procedures.
- Participate in department initiatives regarding quality improvement, and Work Health and Safety.
- Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the organisational values of Teamwork Honesty, Respect, Equity, Excellence, Courage, Commitment, and Caring, through demonstrated behaviours and interactions with patients/clients/employees.
- Knowledge of perioperative processes and experience working with ACTPAS and Microsoft Office Suite .

Soft Skills

- **Leadership:** Starting as a casual staff and getting promotion to 2IC is because of my leadership skills. I lead my co-worker from the front, whether it is about their sick leave or getting help when injured while working. I sort them all out.
- **Communication:** Working in multiple retail company, communication is something I developed most. From Communicating with the manager to talking with customers I have learnt them all.
- **Customer service:** With strong communication skills, I build up some strong customer service skills. My day-to-day interaction with the public or clients gave me some boost up to up customer service.
- **Interpersonal Skills:** I have worked with people from different cultural backgrounds who obviously think differently than I do. So, I adopt a habit to understand their point of view first before jumping to my point of view.
- **Networking:** I have made a strong network with my friends, colleagues and some mutual friends to analyse who can be right person for some specific problem. This made every one of us connected to each other together and valuable to one another.

Professional Memberships

Australian Computer Society (ACS) membership

Referees

Available Upon Request