

# Anup Bhandari

Hobart | 0426644590 | [hello@anup.au](mailto:hello@anup.au)

## Professional Summary

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Results-driven ICT Support Officer with **bachelor's degree in computer systems** and an associate member of the **Australian Computer Society**. Committed to leveraging my technical expertise, problem-solving skills, and customer service experience to ensure efficient operation and maximum availability of ICT systems. Seeking to learn and contribute my skills as a Service Centre Support Officer at TasWater.

## Technical Skills

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- Service Management Software - ServiceNow & JIRA
- Active Directory - Azure Entra ID, Microsoft Exchange, 365 Admin, SharePoint, Teams
- Identity and Access Management
- Office 365 Suite Support
- Remote Assistance Support - ConnectWise
- Printer and Hardware Support – Print Cloud
- Cisco Meraki
- Cisco Unified Communications Manager

## Key Strengths

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Excellent communication and interpersonal skills, Attention to Detail, Time Management, Research, A good team player, Ability to work under pressure, Project Management

## Professional Experience

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### Federal Group, Hobart TAS

Jun 2023 – Current

#### Service Support Officer

- High quality technical support to computer and system users via telephone, electronically or in person.
- Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.
- Troubleshoot and resolve software and hardware issues, including installation, configuration, and maintenance.
- Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software.
- Manage user accounts, permissions, and access rights in line with company policies.
- Monitor and maintain the performance of IT systems, networks, and servers.
- Stay updated with the latest technology trends and advancements to provide proactive IT support.
- Always maintain high level of customer service, ensuring that users are treated professionally and respectfully.
- Execute Windows OS installation, upgrade, and deployment procedures proficiently.
- Troubleshoot authentication issues and access-related problems in Active Directory.
- Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software.
- Expertly assemble, disassemble, configure, and upgrade computer systems as required.
- Diagnose technical issues remotely using tools like TeamViewer and other remote connection applications.

- Design and develop websites using WordPress CMS, with a strong focus on applying principles of responsiveness and accessibility.
- Provide exceptional technical support to clients, demonstrating the ability to diagnose and resolve routine technical issues related to content management.
- Meticulously document webpages, components, and processes, including the creation of comprehensive how-to guides and troubleshooting procedures for clients.
- Execute essential management tasks within the CMS and server, including user management, DNS, etc., to maintain efficient operations.
- Developed HubSpot website that significantly contributed to company growth for a cloud audit client, achieving a revenue growth of over \$50k.
- Collaboratively managed and prioritized a diverse portfolio of projects for multiple clients, with support from the project manager.

## Education

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**The Australian Computer Society Professional Year Program**

Mar 2024

QIBA, TAS

**Bachelor of Computer Systems – Networking**

Nov 2021

Box Hill Institute, TAFE, VIC

## Certificates

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- **CompTIA A+ Certification**

## Reference

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**Bruno Curci – Director**

The Boys Creative Studio, Hobart TAS

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