

RINESH SHRESTHA

IT Support & Data Professional

Merrylands, Sydney NSW | Open to Relocation Australia-wide

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PROFESSIONAL SUMMARY

IT Support professional with a Bachelor of Business Information Systems and hands-on experience across telecommunications, logistics, and customer service. Skilled in Tier 1 support, ticketing systems (ServiceNow, Jira), identity management (Azure AD, Microsoft 365), remote monitoring (N-able), and business intelligence (Power BI). Google IT Support and ITIL 4 Foundation certified. Based in Sydney and open to opportunities Australia-wide.

TECHNICAL SKILLS

Helpdesk & Ticketing: ServiceNow, Jira, N-able

Identity & Cloud: Azure Active Directory, Microsoft 365, Google Workspace

IT Operations: Asset Management, User Provisioning, Remote Monitoring, Incident Management, Server Migration, Hardware/Software Installation

Data & Reporting: Microsoft Power BI, Microsoft Excel, Data Cleaning

Systems: IBM AS400, Windows 10/11, Active Directory

Frameworks: ITIL 4 Foundation

CERTIFICATIONS

- Google IT Support Professional Certificate — Coursera/Google (2024)
 - ITIL 4 Foundation — Skillsoft (2024)
 - Foundations of Project Management — Google/Coursera (2024)
 - IT Help Desk for Beginners — LinkedIn Learning (2024)
 - Google Data Analytics (Modules Completed) — Coursera/Google (2024)
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PROFESSIONAL EXPERIENCE

IT Support Analyst (Intern) | Efiniti Telecommunications Services Pty Ltd | Sydney, NSW

Nov 2024 – Apr 2025 | On-site

Provided Tier 1 IT support for internal staff across a fast-paced telecommunications environment, contributing to IT operations, reporting, and system administration.

- Logged, triaged, and resolved IT support tickets using **ServiceNow** and **Jira**, ensuring timely resolution and SLA compliance
 - Administered user accounts, security groups, and access permissions via **Azure Active Directory** and **Microsoft 365** (Teams, SharePoint, Exchange)
 - Performed remote monitoring, patch management, and endpoint support using **N-able**
 - Managed IT asset inventory — tracking hardware assignments, decommissioning, and lifecycle records
 - Troubleshoot hardware, software, and network issues across Windows environments
 - Installed and configured software, peripherals, and workstations for new and existing staff
 - Cleaned and formatted CSV datasets to feed **Power BI** dashboards used by IT leadership
 - Communicated technical solutions clearly to non-technical users
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Supply Coordinator & IT Support (NSW/ACT) | Ensign Services Australia | Punchbowl, NSW

Jul 2022 – Oct 2024 | Full-time | On-site

Managed end-to-end supply chain coordination for a national managed garment and laundry services provider across NSW/ACT, servicing 50+ commercial clients. Also served as the on-site IT go-to in the absence of a dedicated IT team.

Supply Chain & Operations:

- Coordinated daily orders, deliveries, and stock replenishment for 50+ commercial clients, ensuring on-time fulfilment
- Operated **IBM AS400 (System i)** for inventory management, order entry, purchase orders, and reporting
- Supervised warehouse staff — delegating tasks and monitoring workflow
- Collaborated daily with Account, Service, BD, Operations, and Production Managers
- Liaised with interstate managers to source stock via courier transfers, enabling faster backlog resolution

Reporting & Stakeholder Engagement:

- Delivered **weekly operational reports to the General Manager** on performance, stock, and client fulfilment

- Provided regular updates to the Operations Manager for daily decision-making
- Participated in stakeholder meetings for operational planning and cross-functional strategy
- Used **Microsoft Excel** for data analysis and management dashboards

IT Support & Infrastructure (Informal Role):

- Provided on-site IT support — troubleshooting hardware, software, and network issues
- Contributed to the **server migration** during the Downer-to-Ensign transition
- Led the **full hardware refresh**, replacing legacy desktops across the office
- Supported printer setup, network connectivity, software installations, and account/access issues

Key Achievements:

- Recognized as **Employee of the Month** for outstanding performance
- Onboarded **4 new commercial clients in a single month** without operational disruption
- Implemented process improvements that streamlined fulfilment
- Contributed to successful server migration and hardware rollout

Recruitment Consultant | Hiring Lab | Sydney, NSW (Remote)

Oct 2024 – May 2025 | Part-time

Delivered end-to-end recruitment support for a Sydney-based agency specializing in Construction, Engineering, and Healthcare sectors.

- Sourced and headhunted candidates using **SeekOut**, **LinkedIn**, and **Seek**
- Conducted cold calls, screened resumes, shortlisted candidates, and ran initial phone interviews
- Coordinated interviews between candidates and clients, managing calendars and follow-ups
- Managed candidate data and pipelines through **Greenhouse (ATS)** and **Employment Hero**
- Reported weekly to the hiring manager on candidate progress
- Built relationships with candidates and clients across multiple concurrent roles

Customer Service Representative | Metro Petroleum Pty Ltd | Bexley North, NSW

Mar 2019 – Aug 2022 | Part-time | On-site

Provided front-line customer service and operational support at a 24-hour service station for 3+ years.

- Served customers at the POS — processing fuel, retail, and food/beverage transactions
- Managed cash handling and end-of-day reconciliation
- Conducted fuel tank dips and prepared sales reports using Microsoft Excel and Word
- Managed stock levels, restocking, and supplier deliveries
- Trained new staff on POS procedures and store operations
- Trusted with keys and shift handovers in a 24-hour store environment

EDUCATION

Bachelor of Business Information Systems | Australian Institute of Higher Education | Sydney, NSW | 2019 – 2022

Relevant coursework: Information Systems, Database Management, Business Analysis, Systems Analysis & Design, IT Project Management

LANGUAGES

- English — Professional Working Proficiency | Nepali — Native | Hindi — Fluent

REFERENCES — Available upon request.