

Renij Shrestha

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SUMMARY

Motivated and positive IT professional with hands-on experience in technical support, troubleshooting, and software development. Currently enhancing expertise in cloud computing with a focus on Azure. Eager to contribute technical proficiency and problem-solving skills to innovative organizations.

WORK EXPERIENCE

Western Health

EMR IT Support

Melbourne, Australia

November 2024 – Present

- Supported the Go-Live phase of the hospital's EMR (Electronic Medical Record) digital health transition project.
- Deployed and set up hardware such as desktops, laptops, and printers.
- Provided on-site support and troubleshooting for various devices such as printers, patient monitor, WOWs (Workstations on Wheels), and LOWs (Laptops on Wheels), ensuring smooth operation.
- Delivered helpdesk support by managing calls and raising tickets using the Cherwell system.
- Performed remote troubleshooting through MSRA (Microsoft Remote Assistance) and Citrix Directory to resolve technical issues efficiently.

VetCheck

Support Developer Intern

Melbourne, Australia

July 2024 – October 2024

- Researched and presented on migrating the company's frontend and MySQL database to Azure by providing an analysis of Azure services, pricing, and migration strategies.
- Tested new version releases, identified bugs, and collaborated with the development team.
- Developed and tested forms, quizzes, and calculators using HTML, CSS, JavaScript, and PHP.
- Built and customised forms for clients using a form builder, aligning with client requirements.

Education Horizons

Support Specialist

Melbourne, Australia

July 2023 – March 2024

- Accurately executed system upgrades with proficiency on Microsoft 365 and Salesforce platforms for clients, including approximately 450 schools.
- Effectively communicated with clients and employees using a ticketing system and verbal communication to ensure a thorough understanding of their needs during system upgrades.
- Managed and optimised databases using SQL Server Management Studio during upgrade.
- Demonstrated expertise in debugging and efficiently troubleshooting technical issues.
- Created and maintained comprehensive upgrade documentation, including step-by-step guides and troubleshooting procedures for internal teams and clients.
- Utilized tools such as Salesforce, Synergetic, ScreenConnect, Microsoft 365, Process Monitor, etc.

ITCS Group

IT Engineer

Chiba, Japan

May 2021 – August 2021

- Handled technical inquiries by providing tier 1 solutions and infrastructure support.
- Supported installation & configuration of desktops, laptops, printers, and other hardware.
- Delivered IT Helpdesk Support as an essential part of the IT team during Tokyo 2020 Olympics.

MENTORSHIP EXPERIENCE

Prosple

Early Career Specialist

Melbourne, Australia

June 2024 – Present

- Selected as an Early Career Mentor to advise university students on career, and skill development.
- Transitioned into a broader role as an Early Career Specialist, where I continue to offer tailored advice and guidance to students on job market strategies, professional and career development.
- Provided insights and mentorship to students pursuing similar career paths, helping them navigate the graduate recruitment process.

EDUCATION

La Trobe University

Bachelor of Information Technology (WAM 74.04)

Melbourne, Australia

Graduation Date: December 2022

- Awards: 15% Scholarship, Career Ready Advantage Gold Award

ADDITIONAL EDUCATION & CERTIFICATION

- Datacom Service Desk Job Simulation | Forage | October 2024 ([link](#))
- Professional Year ICT | Monash Professional Pathways | September 2023 – October 2024
- Technical Support Fundamentals | Google Coursera | September 2024 ([link](#))
- SQL: A Practical Introduction for Querying Databases | IBM Coursera | September 2023 ([link](#))
- AWS Cloud Practitioner | Amazon | April 2023 ([link](#))

SKILLS & INTERESTS

Skills: Technical Support | Customer Support | Cloud Computing | Programming | IT Help Desk | Mac & Windows OS | Salesforce | Microsoft 365 | Troubleshooting | Problem Solving | Communication