SANTOSH POKHREL

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CAREER OBJECTIVE

Seeking a full-time position within a forward-thinking organization that offers opportunities for professional growth and development in the field of IT. Recently completed Master of IT from the Swinburne University of Technology, and Google IT support professional certificate- an eight-month intensive IT support program that covers troubleshooting, customer service, networking, operating systems, system administration, and security. Committed to contributing to the achievement of the organization's objectives through the enhancement of my skills and knowledge. Eager to engage in a dynamic work environment that fosters innovation and personal advancement in alignment with the company's goals.

EDUCATION

- Master of Information Technology (Professional Comp.) (May 2022 – May 2024), Swinburne University of Technology, Australia.
- Google IT Support Professional Certificate (Jan 2024 – July 2024), Coursera
- Bachelor of Computer Science and Information Technology (2017 - 2021), Tribhuvan University, Kathmandu Nepal.

SKILLS

Tools and Technologies

- Windows Server 2016, 2019, 2022: Active Directory, Group Polices and Preferences Management, DHCP and DNS and Print Server configuration, Network Share and File Screening, Back up and recovery of ADDS and GPOs.
- Operating Systems: Windows, Linux (Ubuntu), IOS, and Android
- Microsoft 365 Administration
- Computer Networking: DHCP, DNS, TCP/IP, WIFI Network configuration and Troubleshooting
- Junior Level System Administration: Process Management, User Management, Disk Management in Linux and Windows OS,
- Git and Github for version control, Jira Service Management, Confluence
- Microsoft Azure, Amazon AWS, Basics of Rest API and MVC design pattern
- Adobe Photoshop, Illustrator, Lightroom, Figma, and Canva, Microsoft Word, Excel, Powerpoint, Outlook, and Teams
- Wordpress CMS: Theme development and Modification, SEO, Elementor, Blogging and Content Creation
- UI/UX design tools, technologies, and methodologies, On page, Off page and Technical SEO

Programming Languages

- Advanced javascript (ES6, ES7, ES8), Node JS, Express, HTML5, XML
- Advanced CSS3, Intermediate Java,and PHP
- Tailwind CSS and Bootstrap, Basics of TypeScript and React, Debugging and Manual Testing

EXPERIENCE

- **Software Engineer (December 2023 – May 2024)** : XGrid Solutions Pty. Ltd. : Contributed to open source project to optimize the cloud resources cost.

- **Roster coordinator and team lead** of a cleaning team (June 2022 – December 2023): SoClean Pty. Ltd., Ed Square Town Center site, Edmondson Park, Sydney, Australia: Managed weekly roster, reporting incident to the management, site inspection.

- **IT Support Officer and Help Desk Analyst** (February 2019 – November 2021) : Prawas Khabar Production Limited : Managed 30 workstation in Windows Server 2016, managed user, deployed software using GPOs and third party deployment tool PDQ deploy, used Jira service management tool for ticketing, Microsoft 365 administration: managed user accounts such as email setup, password reset, license assignment and revoking, troubleshoot issues related to Microsoft exchange, mail tracing, created sites, document libraries in Sharepoint, OS and driver updates using WSUS, provide training for software, organization policies and compliance, managed official website and hosting, help to reduce the attack surfaces, implement the least privilege principle, etc.

- **Full-stack Developer** (October 2017 – August 2018) : Booleant Services, Kathmandu, Nepal : Used Javascript, react, tailwind, core css, html, Vaadin, mongo db, express and postman to develop the frontend and backend of the CRM software for a property management company.

LANGUAGES

- English : Proficient
- Hindi : Intermediate
- Nepali : Proficient

COURSEWORK

- Computer Networking
- Web Technology and OOP
- Software Quality Testing

HOBBIES

- **My Book:** Went Too Far by Santosh Pokhrel
- My Youtube Channel : Santosh Pokhrel Official

ACHIEVEMENTS and CERTIFICATIONS

- Google IT Support Professional Certificate from Coursera : Certificate Link
- IT support Technical Skills Bootcamp Certification from the JobSkillShare Community : Certificate Link
- Windows Server 2022 Administration, Course Completion Certificate, Udemy: Certificate Link
- Microsoft 365 Administration Course, Course Completion Certificate, Udemy: Certificate Link
- Certificates of academic excellence from the Swinburne University of Technology, Australia.
- Certificate of appreciation from XGRID Solutions Pty. Ltd.
- Certificates of academic excellence from Nepalaya Education Foundation, Kathmandu-Nepal

Declaration: I hereby affirm, on my honor, that the information provided herein is accurate and complete to the best of my knowledge and belief. I commit to promptly notifying of any changes to my circumstances.