Bishwa Bhusal

Sydney, NSW 2140

in LinkedIn ⌓GitHub

0411 855 275 - bishwobhusal75@gmail.com

Professional Summary

- Proactive and detail-oriented IT professional with 2+ years of experience in IT support, system administration, and customer service, ensuring seamless operations in fast-paced environments.
- Expert in Windows Server, Linux (Ubuntu, CentOS), and macOS, with hands-on experience in Active Directory, virtualization (VMware, Hyper-V), and cloud platforms (AWS, Azure).
- Skilled in network configuration and cybersecurity, including firewalls, VPNs, DNS, DHCP, ISO 27001 compliance, with a strong focus on IT security and infrastructure stability.
- Dedicated to providing exceptional customer support, efficiently resolving technical issues via ticketing systems, email, and phone, while improving helpdesk response time and ensuring high user satisfaction.

Technical Skills

Operating Systems: Windows, Linux, macOS
Networking: TCP/IP, DHCP, DNS, VPN Configuration, Firewall Management
IT Support: Helpdesk Assistance, Troubleshooting, Remote Support, System Administration
Customer Support: Ticket Resolution, Client Communication, Issue Escalation, User Training
Tools & Platforms: Active Directory, Office 365, Azure, AWS, Docker, Jenkins
Programming: Java, Python, Bash, SQL
Cybersecurity: Vulnerability Assessment, Risk Management, Incident Response, Data Protection
MS Office: Advanced proficiency in MS Word, Excel, PowerPoint, and Outlook

Work History

IT Support & Customer Support Specialist
Expert Education and Visa Services, Rupandehi   **Sep 2024 – Jun 2023**

- Delivered technical support for hardware, software, and network issues, ensuring minimal downtime.
- Resolved over 500+ customer inquiries per month through live-chat, telephone, email, and in-person interactions, maintaining a customer satisfaction rate of 95%.
- Created and optimized IT infrastructure to ensure high performance and reliability.
- Performed comprehensive monthly audits and carried out routine software and security updates, leading to significant reduction in system vulnerabilities and enhancing overall network reliability.
- Developed and documented disaster recovery protocols, including backups and recovery drills.
- Configured and managed enterprise network infrastructure, including routers and firewalls, ensuring 99.9% network availability and reducing security incidents by 25%.
- Monitored performance, identified bottlenecks, and adopted solutions to boost efficiency.

Java Intern
InfoxIT Pvt. Ltd., Rupandehi   **Feb 2023 – Nov 2022**

- Developed and deployed 5+ RESTful APIs using Spring Boot, enhancing functionality and performance of front-end applications used by over 1,000 active users.
- Consulted on and formulated scalable business logic for data-intensive operations, streamlining processing time, and strengthen system performance.

- Collaborated with senior developers to integrate secure coding practices in production environments.

Android Developer
Cherish OS, Vietnam   **May 2023 – Apr 2022**
- Customized Android OS features for over 10 device models, ensuring optimal compatibility with hardware-specific requirements and advancing user experience.
- Implemented kernel modifications, reinforced system performance, device speed, and responsiveness.
- Integrated security updates across 5+ Android devices, reducing potential security vulnerabilities by 30% and ensuring up-to-date protection.

Tutor – Middle School
Zero+ Learning Point, Rupandehi   **Sep 2021 – Feb 2021**
- Designed and delivered over 50 customized lesson plans in Computer Science, Mathematics, and English.
- Provided actionable feedback to 30+ students, resulting in an improvement in academic performance.

Education

Master of Engineering (Research)
University of Technology Sydney, Australia   **2024 – 2026**
Major: IoT Cybersecurity

Bachelor of Computer Applications (BCA)
Tribhuvan University, Rupandehi   **2018 – 2024**

Certifications

Introduction to Cybersecurity – TAFE NSW
ISO/IEC 27001 - Dynamics of Information Security Management System (ISMS) – Alison
Ethical Hacker – Cisco
Cryptography I – Stanford Online
Introduction to IoT – Simplilearn — SkillUP
Cyber Threat Management – Cisco
Diploma in Interconnecting Cisco Networking Devices Part 1 (ICND1) v3 CCNA – Alison
Mastercard Cybersecurity Virtual Experience – Forage — Mastercard (2022)
Commonwealth Bank Introduction to Cybersecurity – Forage — Commonwealth Bank

Achievements

- Graphics Design Instructor – Lumbini City College
- DevOps Engineering Trainer – Crimson College of Technology
- IELTS – 8.0/9.0

Languages

- Fluent: English, Hindi, Nepali

References

- Available upon request.