

DINESH PUN

Sydney, NSW

0415233514 | pundinesh41@gmail.com | <https://www.linkedin.com/in/dinesh-pun10/>

Website: www.dineshpun.com

CAREER SUMMARY:

A highly skilled IT Support Specialist with a Bachelor of Information Technology and extensive hands-on experience in troubleshooting, maintaining and optimizing IT systems. Proficient in Microsoft 365 administration, network configuration, and hardware/software support. Renowned for delivering efficient technical solutions, swiftly resolving user issues, and ensuring system stability. Possesses exceptional problem-solving abilities, contributing to the seamless operation of IT environments.

CERTIFICATE:

- **Microsoft 365 Certified: Fundamentals**
-

TECHNICAL SKILLS:

- **Ticketing System:** Freshdesk
- **Operating System:** Windows Server 2012-2021, Windows 7-11, MacOS
- **Virtualization:** VMware workstation
- **Networking:** LAN, WAN, DNS, DHCP, Router, Server, Switch
- **Windows Server:** Group Policy, Active Directory, File Server, Printer Server, OU
- **Hardware/Software:** Desktop, Printer, Laptops, Mobile devices, Server
- **Remote Desktop Support:** TeamViewer, Microsoft Remote Desktop
- **Microsoft 365:** Microsoft 365 Admin Center (Microsoft Exchange, OneDrive, Teams, SharePoint, Defender)
- **Endpoint Management:** Microsoft Intune
- **VOIP Systems:** 3CX Phone System
- **VPN:** Sophos VPN
- **Backup and Recovery:** Veeam backup.

SOFT SKILLS:

- **Communication Skills**
 - **Teamwork and Collaboration**
 - **Attention to detail**
 - **Pressure Handling**
 - **Professionalism**
 - **Problem-solving**
 - **Time Management**
 - **Team Collaboration**
 - **Adaptability**
-

PROFESSIONAL EXPERIENCE:

IT SUPPORT, INTERNATIONAL INSTITUTE OF EDUCATION, SYDNEY, AUSTRALIA,

OCTOBER 2023 – SEPTEMBER 2024

Responsibilities:

- Provided first-level technical support to end users via phone, email, and chat.
- Supported the installation and maintenance of hardware, including desktops, laptops, printers, and peripherals.

- Managed user's accounts, passwords, and access controls using Active Directory.
- Managing user's accounts, device management, and email configuration using the Microsoft ecosystem.
- Recovered deleted files, folders, and emails using the Veeam Backup and Replication Console and Veeam Backup for Microsoft 365, ensuring minimal downtime and data loss for end users.
- Prioritized and managed high volumes of support tickets, consistently meeting or exceeding service level agreements (SLAs)
- Escalating unresolved issues to Level 2 or higher IT support teams.
- Documented common technical issues and created user guides for repetitive tasks to streamline the support process.

CUSTOMER SUPPORT FREELANCER, DUARES.COM, SYDNEY, AUSTRALIA,

JANUARY 2022 – SEPTEMBER 2023

Responsibilities:

- Responding to customer questions and concerns via email regarding products and services.
- Investigating and resolving complaints related to deliveries, product defects, or incorrect orders.
- Assisting customers with payment issues, failed transactions, or refunds.
- Processing returns, exchanges, and refunds, ensuring adherence to company policies.
- Staying updated on new products, promotions, and policy changes to provide accurate information to customers.
- Documenting common issues and solutions to improve future customer interactions and streamline the support process.

TECHNICAL PROJECTS:

MICROSOFT 365 ADMINISTRATION PRACTICE AT HOME USING A MICROSOFT DEVELOPER ACCOUNT

NOVEMBER 2023 – JANUARY 2024

Objective: Gain hands-on experience managing Microsoft 365 environments, including setting up users, configuring services, and handling administrative tasks.

Tools and technologies: Microsoft 365 Admin Center, MS Intune, Azure Active Directory, Exchange Online, SharePoint Online, Teams Admin Center.

Outcomes: Gained hands-on managing a Microsoft 365 environment, including user and license administration, security settings configuration, and collaboration tool management. This project deepened my understanding of the Microsoft 365 admin center and enhanced my problem-solving skills in IT administration.

EDUCATION:

- **Bachelor of Information Technology** – King's Own Institute, 2022
- **Diploma of Information Technology** – Gateway Business College, 2020

REFEREES

Available upon request