

BISESH LAMICHHANE

Wollert, VIC 3750 | 0403 563 771 | lamichhanebishesh5@gmail.com

LinkedIn: <https://www.linkedin.com/in/bishesh-lamichhane-6971a423b/>

STATUS: Full Working Rights: Available for Full-Time Employment

PROFESSIONAL SUMMARY

IT Support Analyst & Service Desk Professional

Reliable IT professional with a Bachelor of Information Technology and hands-on experience in Level 1 Service Desk support. Proven ability to troubleshoot hardware (laptops/desktops), manage User Accounts (Active Directory/Office 365), and resolve connectivity issues in fast-paced environments. Combines technical expertise with strong customer service skills gained through frontline client-facing roles. Available immediately for full-time opportunities in Managed Services (MSP) or Internal IT environments.

TECHNICAL SKILLS

- **IT Support:** Level 1 Helpdesk, Remote Desktop Support (TeamViewer), Ticket Management (Jira/ITSM), SLA Management.
- **Administration:** Active Directory (Users & Computers), Microsoft 365 Admin Center, Group Policy, Exchange Online.
- **Networking:** Basic TCP/IP, DNS, DHCP, VPN troubleshooting, Router/Printer Configuration.
- **Hardware:** PC/Desktop Assembly, Laptop Component Replacement, Hardware Diagnostics, Peripheral Setup.
- **Operating Systems:** Windows 10/11, Windows Server 2016/2019, macOS.

IT & TECHNICAL EXPERIENCE

IT Support Technician (Internship)

Asylum Seeker Resource Centre (ASRC), Footscray, VIC | Jul 2025 – Present

- Provide **Level 1 Service Desk support** for internal staff, acting as the primary point of contact for hardware and software issues.
- Manage User Access Control (UAC) via **Active Directory** and **Office 365 Admin Center**, including creating new user accounts, resetting passwords, and managing security groups.
- Diagnose and resolve network connectivity issues (Wi-Fi, VPN, TCP/IP) and printer faults in a high-volume environment.
- Deploy and image new workstations (laptops/desktops) ensuring all security patches and standard software are installed.
- Utilize ticketing systems to log, track, and escalate incidents according to severity and SLA timeframes.

Web & IT Systems Assistant

HDR888 Services, Reservoir, VIC | Aug 2023 – Feb 2024

- Managed company web assets using WordPress, ensuring mobile optimization and SEO best practices.
- Configured email hosting (cPanel/Exchange) and provided technical support to clients for email setup on mobile devices.
- Created digital assets using Canva/Photoshop and managed content updates.

Independent Hardware Projects

Self-Employed | Ongoing

- **Custom Desktop Assembly:** Source and assemble high-performance desktops and workstations from scratch, ensuring component compatibility and thermal efficiency.
- **Hardware Diagnostics:** Perform component-level troubleshooting on laptops and desktops, including upgrading RAM/SSDs and replacing faulty hardware to restore functionality.

IT Support Volunteer

Didi Bahini Samaj Victoria (DBSV) | Jan 2024 – Present

- Assist in setting up hybrid event technologies, including live streaming via Zoom and AV equipment setup.
- Provide ad-hoc technical support to staff for Microsoft Office and CRM data entry.

LEADERSHIP & OPERATIONS EXPERIENCE

Site Supervisor

Menzies Facility Services, Melbourne, VIC | Jul 2025 – Present

- *Transitioned from Cleaner (Jan 2023) to Supervisor due to strong performance and reliability.*
- Supervise a team of staff across multiple sites, managing rosters, timesheets, and workflow distribution.
- Serve as the **escalation point** for client complaints, resolving operational issues and ensuring high customer satisfaction.
- Conduct induction training for new hires, focusing on safety protocols and quality standards.

EDUCATION

Bachelor of Information Technology

Victoria University, Melbourne | Completed Nov 2025

CERTIFICATIONS

- **Google IT Support Professional Certificate**
- **CompTIA IT Fundamentals (Skillsoft)**
- **Modern Ethical Hacking (Udemy)**

- **Certificate III in Disability and Aged Care**

OTHER

- **Languages:** English (Fluent), Nepali (Native)
- **Licenses:** Valid Victorian Driver's Licence
- **Checks:** Valid Working with Children Check (WWCC), NDIS Clearance