

ABHISHEK ADHIKARI

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PROFESSIONAL SUMMARY

Dedicated IT Support Specialist with over 2 years of experience providing Level 1 and Level 2 technical support in corporate environments. Skilled in troubleshooting hardware and software issues, enhancing digital experiences, and supporting end-user services. Adept at utilizing Microsoft 365 tools, video conferencing technologies, and networking support. Passionate about ensuring smooth operations through proactive issue resolution and service quality improvements.

SKILLS & COMPETENCIES

- **End-User Technical Support** (Computers, Phones, Tablets)
 - **Microsoft 365 Suite** (Outlook, Teams, Office Apps)
 - **Video Conferencing Support** (Zoom, Microsoft Teams)
 - **Hardware & Software Troubleshooting**
 - **Network Support** (Wi-Fi & Cable Internet Connections)
 - **Remote & On-Site IT Support**
 - **Incident Management & Escalation**
 - **Data Analysis & Trend Identification**
 - **System Monitoring & Performance Optimization**
 - **IT Service Management (ITIL-aligned)**
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WORK EXPERIENCE

Senior IT Technician and Customer Support

Echo Technology Solutions, Auckland, NZ

January 2022 – Present

- Provided **first-level technical support** for end-user devices, ensuring timely resolution of hardware and software issues.
- Delivered **face-to-face, remote, and on-site** IT assistance to enhance user productivity.

- Supported and guided users in effectively utilizing **Microsoft 365 applications** and video conferencing tools.
 - Assisted in **troubleshooting and escalating** complex technical issues to higher-level support when required.
 - Monitored and analysed **system performance trends**, proactively improving service quality and minimizing disruptions.
 - Tested **new releases and enhancements**, contributing to a seamless digital employee experience.
 - Managed IT inventory, ensuring appropriate allocation and lifecycle management of IT assets.
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EDUCATION & CERTIFICATIONS

- **Diploma in Network and Cloud Technology** – New Zealand Skills and Education College, Auckland, NZ
 - **Diploma in Network Engineering (Level 6)** – Whitireia New Zealand, NZ
(Specialized in: CCNA, Network+, Project Management)
 - **Diploma in System Technology (Level 5)** – Computer Power Plus
(Specialized in: A+, System Development)
 - **CompTIA A+ Certification**
 - **CCNA Certification**
 - **Network+ Certification**
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ADDITIONAL INFORMATION

- Strong interpersonal and communication skills to ensure a **positive user experience**.
 - Self-motivated and committed to **continuous learning** in modern IT technologies.
 - Experience supporting a **range of device endpoints** and ensuring reliable **network connectivity**.
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REFERENCES

Available upon request.