

LOBSANG D TAMANG

📍 Canberra, ACT

☎ 0452646443

✉ lobsangdtamang@gmail.com

TECHNICAL SKILLS

- Microsoft 365 Administration
- SharePoint
- Ticketing
System(Zendesk/ServiceNow)
- Windows 10/iOS
- Microsoft Suite
- Remote VPN
- Hyper-V/VMWare ESXi
- Onsite AD/Azure AD
- Windows Server 2012R2/16
- MDM (Meraki/Intune)
- Routing/Switching
- Networking/IP addressing
- Manage VoIP
- Telecommunication

PERSONAL PROFILE

I'm Lobsang, a person with several sets of skills from different industries I have worked in my life. I am pretty confidence with communication skills with good experience in customer facing role as well as techy enough to do IT support role and sound troubleshooting. Organized, structured, and disciplined approach in managing daily workload.

PROFESSIONAL EXPERIENCE

Retail Assistant Manager *Jan 2023 – Current*

Vodafone Australia, Belconnen

Into Telecommunication world

Retail Store Associate *Nov 2021 – Dec 2022*

Onsite IT Support *July 2020 to Feb 2021*

Ozziegeeks, Sydney, Australia

Receiving everyday task via Squareup to approach issues for onsite Sydney clients. Mainly focused with diagnosing & repairing PCs & Macs. Also troubleshooting printers, software, and router issues in home networks.

IT Support *oct 2020 to Mar 2021*

Australian Opal Cutters, Sydney, Australia

Looking after all the servers in AOC and introducing a managed way to store the inventories, better wireless networks and all the IT support from Desktop setup to CC camera setup.

IT Help Desk Training *Sep 2019 to Mar 2020*

909IT Solution Pvt. Ltd, Surry Hills, Australia

Setting up Exchange emails, securing it with Trend Micro (HES) and backing up clients' valuable emails in Veeam software. I also got trained on setting up VoIP, printers, and configuration of Firewall Security. Managing company's devices with MDM and deploying OS to new PC's using SCCM.

EDUCATION HISTORY

Bachelor of Information Technology & systems

Nov 2017 - Dec 2020 Graduated

Victorian Institute of Technology, Sydney

Diploma in computer Science & Engineering

April 2012 – May 2015 Graduated

Acharya Institute of Technology, Bangalore, India

REFERENCE *Available on request*