

Rajiv Bhandari, ICT professional

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LINKS

Portfolio: <https://portfolio-v2-tawny-theta.vercel.app/>

Linkedin: <https://www.linkedin.com/in/rajiv-bhandari25/>

PROFILE

Detail-oriented **ICT Support Specialist** with strong experience across Windows systems, Microsoft 365, Active Directory, networking, and service desk operations. Skilled in troubleshooting hardware/software issues, user onboarding, account management, and maintaining secure, reliable IT environments. Brings additional strengths in full-stack web development, cloud deployment, and automation, enabling efficient problem-solving and technical improvements. Committed to delivering fast, user-focused support and contributing to continuous service enhancement across teams.

SKILLS

Technical Support:

Experience with Windows 10/11, windows server, Active Directory, Microsoft 365, Azure AD, Outlook/Exchange, Intune, VPN, DNS/DHCP, Zendesk, JIRA, Team viewer.

Development:

JavaScript, HTML/CSS, React.js, Node.js, Express.js, MongoDB, MySQL.

Networking &

Security: LAN/WAN, Cisco Basics, Endpoint Protection, Access Controls & permissions, Group Policies, Access Controls, Basic Cisco Networking.

Collaboration &

Support: Microsoft Teams, SharePoint, Confluence, JIRA, Technical Documentation, User Training.

EMPLOYMENT HISTORY

Mar 2022 — Present

IT Support & Freelance Developer

Adelaide

- Delivered IT support and system administration services (user support, troubleshooting, software setup, Microsoft 365).
- Designed, developed, and deployed websites including <https://www.glideedu.com.au>.
- Managed end-to-end deployment: domain setup, hosting, DNS configuration, cloud deployment, and database management.
- Implemented security measures, backup processes, and performance optimization for client projects.
- Gained practical experience with Active Directory, networking concepts, and Windows/Linux server administration through both freelance projects and home labs.

Dec 2024 — May 2025

Administrative Assistant (ICT), SA Mushroom

Adelaide

- Supported day-to-day operations with a strong focus on data accuracy, documentation, and reporting.
- Used Microsoft 365 (Excel, Word, Outlook, Teams) for scheduling, record-keeping, and internal communication.
- Streamlined digital record-keeping and inventory tracking, reducing manual errors.
- Ensured IT security compliance by enforcing access controls, documenting technical solutions, and developing end-user training materials.

Dec 2020 — Mar 2022	<div>Full Stack Developer, Eyden</div> <div>Kathmandu</div> <div><ul style="list-style-type: none">• Developed and maintained web applications using the MERN stack (MongoDB, Express.js, React.js, Node.js).• Provided technical support for internal software applications, troubleshooting issues and optimizing performance.• Assisted in cloud deployments on AWS, ensuring high availability and scalability of applications.• Collaborated with stakeholders to gather requirements and implement IT solutions aligned with business needs.</div>
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Nov 2017 — Sep 2020	<div>Data Specialist, Cloud Factory</div> <div>Kathmandu</div> <div><ul style="list-style-type: none">• Processed and validated large datasets with 99.9% accuracy across multiple client projects.• Provided technical support for data processing systems and software tools.• Automated routine data-cleaning workflows, reducing manual processing time by 15%.</div>
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EDUCATION

Aug 2025 — Present	<div>Professional Year, Performance Education,</div> <div>Adelaide, Australia</div>
2022 — 2024	<div>Master’s in information technology (Advanced),</div> <div>Torrens University, Adelaide, Australia</div>
2014 — 2019	<div>Bachelor of Computer Science and Information</div> <div>Technology, Tribhuvan University, Kathmandu,</div> <div>Nepal</div>

PROJECTS

<div>Glide Education – Consultancy and Visa</div> <div>Services (React.js, Node.js, MongoDB, Tailwind</div> <div>CSS, Vercel)</div> <div><ul style="list-style-type: none">• Built a full-scale consultancy website with course search, visa pages, admin controls, and review system.• Implemented secure forms, API integrations, SEO optimisation, caching, and responsive UI.</div>
<div>Prime Roof Care – Service Management System</div> <div>(Django, HTML/CSS, SQLite)</div> <div><ul style="list-style-type: none">• Designed responsive UI and optimised backend for performance.• Integrated admin panel for managing leads and messages.</div>

CERTIFICATIONS & TRAINING

<div>Google IT Support Professional Certificate</div>
<div>Zendesk Customer Service Professional</div> <div>Certificate</div>

REFERENCES

Available upon request.