

Shaveen Sharma CV

Contact Information:

- Email: shaveen.sharma@live.com or shaveensharma4@gmail.com
- Phone: +61 0452537763
- Location: 16 Jamberoo Street, Springwood Brisbane, 4127, Queensland

Professional Summary:

Dedicated IT professional with extensive experience in technical support, system administration, and project management. Skilled in troubleshooting, IT security, and providing L1 - L3 support for various applications. Proven ability to manage IT infrastructure projects and ensure compliance.

Key Skills:

- System Troubleshooting
- Team Building
- IT Skills & System Integration
- Quality Control
- Project Management
- Technical Support

Work History:

Digicel Pacific - IT Helpdesk Engineer (Jan 2023 - Present)

- Prioritize and resolve hardware, software, and networking issues.
- Coordinate with 2nd and 3rd level support for critical issues.
- Document issue resolutions and prepare incident reports.
- IT Security Improvement: Ensure all systems are built with Telstra's standard Configuration, have Endpoint Protection installed and up to date with latest signatures
- Office 365, Mail meter and OneLogin
- MS SCCM and SCOM
- VMware V-Sphere and VxRail Environment
- IT & Security Process Compliance

Fiji National University - IT Technician (Jan 2014 - Jan 2023)

- Provide Windows AD and Exchange administration.
- Ensure IT security compliance and manage access control systems.
- Support IT applications and infrastructure projects.
- Upgrade antivirus, patches, and software upgrade to maintain performance and security of equipment.

Newworld Fiji Limited - IT Support Officer (Jan 2012 - Jan 2014)

- Managed the entire IT problem in all the branches and all the users in the Head Office.
- Install and configure network routers and switches.
- Provide end-user support and manage IT equipment.

Education:

- Bachelor of Information System (Expected Dec 2025), Fiji National University
- Diploma in Applied Computing (Jan 2011), Fiji National University
- Secondary Education, A.D Patel College (Jan 2009)
- Primary Education, Tagore Memorial School (Jan 2005)

Certifications:

- Fortinet Network Security Expert Level 1
- Windows Server 2016 Administration
- Introduction to Cybersecurity
- Cisco Cybersecurity Essentials
- CCNA: Switching, Routing, and Wireless Essentials
- System Administration: Backup and Recovery (2020)
- DELL VXRAIL Administration
- Microsoft SCCM

References:

- Charanjeet Singh, IT Regional Leader, Fiji National University
(charanjeet.singh@fnu.ac.fj)
- Jaishiv Singh, Manager - IT Applications, Digicel Pacific
(jaishiv.singh@digicelpacific.com)
- Jagendra Kumar, Head of IT Infrastructure, Digicel Pacific
(jagendra.kumar@digicelpacific.com)

Hobbies and Interests:

- Playing soccer
- Watching movies
- Socializing
- Passion for IT
- Helping people