Salveen Chand

DOB : 13-10-1991

Contact

Address
10 Cross Street, Doonside NSW, Sydney

Phone
0412777024

E-mail
salveenchand20@gmail.com

Skills

Server Administration Skills
Very Good

Troubleshooting Skills
Very Good

VMware Administration Skills
Very Good

Network Configuration Skills
Good

Team Work & Ability to work Proactively
Very Good

Multitasking Abilities
Very Good

English Communication Skills
Very Good

Hardworking and passionate job seeker with strong IT organizational skills eager to apply for any vacant Position available in your firm. Currently, having international student visa for 2 years, have 24 hours per week working rights in Australia.
Having strong ability to work in IT Field with experience and knowledge, and willing to take on any given task with positive attitude.

Education

2023-06 - Current	**Master of IT Specialization with Cyber Security** *Asia Pacific International College (Parramatta) - Level 6/1-3 Fitzwilliam St, Parramatta NSW 2150*
2013-01 - 2020-12	**Bachelors of information systems** *Fiji National University* - Nasinu Suva, Fiji Islands
2009-01 - 2013-12	**Diploma of Information Systems** *Fiji National University* - Namaka Nadi, Fiji Islands
2008-12 - 2009-11	**Fiji School Leaving Certificate** *Korovuto College* - Nadi, Fiji Islands

Work History

2023 April - 2023 Feb	**IT Systems & Datacenter Operations Engineer**
2023 Feb – 2017 July	**IT Service Desk Support Engineer** *Telecom Fiji PTE Limited, Suva, Fiji Islands*

KEY RESPONSIBILITIES & IT KNOWLEDGE

- Proactively manage, troubleshoot, and resolve issues related to Telecom Cloud Infrastructure including private, public and hybrid cloud environments running on VMWare vSphere.
- Handle level 2 IT issues for the users and perform configuration tasks. Participated in continuous improvement by generating suggestions, engaging in problem- solving activities to support teamwork.
- Responsible for the administration, maintenance,

configuration, and reliable operation of computer systems, network servers and virtualization.

- Install and upgrade computer components and software, manage virtual servers, and integrate automation processes.
- Provide account management for staff accounts (email, domain/network credentials, single- sign-on), including issuing, supporting, and dosing off unused/old accounts) in Active Directory and Office 365 environment.
- Troubleshoot hardware and software errors by running diagnostics, documenting problems and solution, prioritizing problems, and assessing impact of issues.
- Applying patches, configuring servers with security hardening baseline, including malware and intrusion prevention and protection, and proactive scanning. Assist the on-site management of contractors, subcontractors, and vendors, ensuring that all work performed, is in accordance with established practices, procedures& policies.
- Manage Datacenter Infrastructure Management Systems.
- Maintaining performance benchmarks, conducting analysis & reports on all aspects of the critical facility infrastructure operations & maintenance.
- Administration, Configuring and Managing AD Audit Plus Server, Lan Sweeper Server, Support Pal (ITSERVICEDESK)
- Document PC Paper for IT Business Applications and requirements
- Create CR Paper for Servers
- Knowledge of Privilege Access Management (PAM360)
- Knowledge of using peripheral hardware like smarts phone, idea hub, Tablets, Pitney Bowes Folding Machine, Logitech Conference Unit.

- IT Service Desk - Create trouble tickets, resolve

all incoming IT issues, also assign trouble tickets to respective members using Helpdesk System (Support Pal), Answering calls in IT Helpdesk.

- Ordering new laptops and desktops, liaising with oversea vendors like Ingram NZ, Dicker data NZ
- Monitoring Network and Application from solar wind Dashboard and advice respective team on any alerts
- PC & Laptop Troubleshooting & Maintenance (Hardware & Software)
- Installation and upgrading computer components and software, and integrate automation processes.
- Mapping Network Printer and Network Drive
- Installing/ configuring of Network and Local Printer, Troubleshoot Network Printer
- Troubleshooting Network issue
- Patching LAN port and running cable.
- Remotely support to Users via Phone and Tight VNC
- Maintain Inventory of Laptops, Desktops, and Monitors and in LAN sweeper tracking tool
- Sentinel One – Install and Monitor Sentinel One antivirus is installed and activated in all laptops and desktops, so that laptops are protected
- Outlook Email App – configure email, troubleshoot email issues, backup users email or archive
- Generating reports of laptop repair, inventory reports
- Knowledge of using and troubleshooting windows 7/8/10 and 11 Pro
- Knowledge of using Citrix Receiver 4.12
- Knowledge of using Office Suite 13 and 16
- Office 365 - Have Experience in working in Manage serviced Environment.

2011-02 - 2012-11

Customer Services Officer

Foneology, Nadi, Fiji Islands

KEY RESPONSIBILITIES

- Liaising with the customers and their queries on mobile phones purchasing and repairs, and

providing support to the Customer Services Supervisor.

- Devised recommendations to streamline and simplify customer support system and improve response time.
- Generated, compiled and distributed reports of sales leads and up-sell opportunities.
- Created spreadsheets using Microsoft Excel for daily, weekly and monthly reporting.
- Carried out day-to-day duties accurately and efficiently.
- Audited customer support procedures and collaborated regionally to promote standardization across offices.
- Optimized customer support by establishing collaborative service environments through targeted operational initiatives.

Certifications

Fundamentals of Linux Operation System – National Training Productivity Centre (FNU)

Fundamentals of IT Cloud Based Services - National Training Productivity Centre (FNU)

Interests

Explore IT Related things

Using New Technologies

Socializing

Meeting New People

Additional Information

Referees
1. Shalvin Narayan

Telecom Fiji Limited
Head of ICT
Phone: 4500077
Shalvin.narayan@telecom.com.fj

2. Kamal Deo
15 Earle Street, Doonside, NSW
Phone: 0401680211

3. Sanjai Datt
Telecom Fiji Limited
L2 Acting Team Leader
Phone: 9238804

Telecom Fiji Limited
Head of ICT