

ANISH GIRI

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PROFESSIONAL SUMMARY

Recently graduated with a Bachelor of Information Technology, holding a Google IT Support Professional and Microsoft 365 Fundamentals certifications. Experienced in Microsoft 365 administration, Active Directory, email security, and end-user support across Windows environments. Skilled at diagnosing and resolving hardware, software, and network issues with a structured, user-focused approach. Currently seeking an IT Support Engineer role across Australia.

EXPERIENCE

IT Support Intern (Newa IT Solutions)

Mar 2025 – Ongoing | Sydney, Australia

- Resolved hardware, software, and network issues for end users, maintaining and extending relationships.
- Managed Active Directory user accounts, including provisioning, password resets, and group membership updates.
- Administered Microsoft 365 environment, covering Exchange Online, Teams, SharePoint, and license management.
- Configured and maintained workstations, peripherals, and network equipment from initial setup.
- Logged and tracked support requests via FreshService, ensuring timely resolution within SLA targets.
- Translated technical solutions into clear, non-technical language, ensuring a positive end-user experience.

TECHNICAL SKILLS

OS & Desktop: Windows 10/11, Windows Server 2019, Active Directory, Remote Desktop (RDP), Basic Linux (Ubuntu)

Microsoft 365: M365 Admin Center, Exchange Online, SharePoint, Teams, Entra ID / Azure AD, Shared Mailboxes, RBAC, MFA enforcement

Email Security: Mail flow rules, anti-spam policies, Microsoft Defender, Secure Score, quarantine management, message trace

IT Support & Helpdesk: FreshService ticketing, hardware setup & troubleshooting, device configuration, printer & peripheral support

Networking: TCP/IP, DNS, DHCP, subnetting, VLANs, NAT/PAT, Wi-Fi troubleshooting, Cisco IOS CLI, Wireshark

MY PROJECTS

EIGRP Multi-Site WAN Network: Built a 3-site corporate WAN with dynamic EIGRP routing and verified convergence via Cisco IOS.

Email Security & Identity Protection: Hardened a live M365 tenant with mail flow rules, anti-spam policies, and MFA enforcement.

Shared Mailboxes & SharePoint: Configured collaborative email infrastructure with tiered SharePoint permissions and resource mailboxes.

EDUCATION

Bachelor of Information Technology

CIHE Australia, Sydney | Dec 2024 – Jun 2026

Advanced Diploma of Information Technology

Queensford College, Sydney | Jan 2024 – Dec 2024

CERTIFICATIONS

- Google IT Support Professional Certificate
- Microsoft 365 Fundamentals
- Python 101 for Data Science

REFERENCES

Sudan Maharjan (Director / IT Head, Newa IT Solutions)

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