

# ANISH GIRI

IT Support Specialist | Cisco Networking Fundamentals | Google IT Support Certified | Microsoft 365 | Windows & Active Directory

[anishgiri915@gmail.com](mailto:anishgiri915@gmail.com) | +61 414 720 977 | Peshurst, NSW 2222, Sydney | [LinkedIn](#) | [Portfolio](#)

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## PROFESSIONAL SUMMARY

Motivated IT graduate (Bachelor of Information Technology, CIHE Australia — expected May 2026) and Google IT Support Professional Certificate holder, with hands-on experience troubleshooting hardware, software, and network issues for end users. Demonstrated ability to diagnose and resolve real-world connectivity faults using structured fault-isolation techniques. Familiar with Windows 10/11, Windows Server 2019, Active Directory, DNS, DHCP, and Microsoft 365. Recently completed Microsoft 365 Fundamentals training via LinkedIn Learning. Supported non-technical users in a volunteer capacity and holds a 95% academic score from Queensford College. Actively seeking a Level 1 IT Support role in Australia where I can apply my technical foundation and customer-focused approach.

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## CERTIFICATIONS

- Google IT Support Professional Certificate — Coursera / Google ([View Certificate](#))
  - Microsoft 365 Fundamentals — LinkedIn Learning ([View Certificate](#))
  - Python 101 for Data Science (PY0101EN) — IBM / Cognitive Class | Issued: Feb 11, 2025 ([View Certificate](#))
  - Python for Data Science Badge — IBM / Credly ([View Badge](#))
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## TECHNICAL SKILLS

<b>OS &amp; Desktop:</b>	Windows 10/11, Windows Server 2019, Basic Linux (Ubuntu)
<b>IT Support Tools:</b>	Active Directory (user/account management), Remote Desktop, Ticketing concepts
<b>Networking:</b>	TCP/IP, DNS, DHCP, Subnetting, VLANs, NAT/PAT, Wi-Fi troubleshooting
<b>Cloud:</b>	Microsoft 365, AWS (basics), Azure Fundamentals
<b>Dev &amp; Scripting:</b>	Python, SQL, MySQL, JavaScript, HTML/CSS, Git & GitHub
<b>Hardware:</b>	PC setup, device configuration, cable troubleshooting, interface diagnostics
<b>Tools:</b>	Cisco Packet Tracer 8.2, Wireshark, Cisco IOS CLI, Figma

Currently developing hands-on experience with FreshService ticketing system and Microsoft 365 Business administration.

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## TECHNICAL PROJECTS

### Network Fault Diagnosis & Troubleshooting — Multi-Site WAN

*Cisco Packet Tracer 8.2*

Designed a 4-router, 3-switch, 6-subnet enterprise WAN simulation, then systematically diagnosed and resolved two real-world-style network failures:

- Identified a PC connectivity outage caused by a miscabled interface — traced the fault, corrected the cable, cleaned up the interface configuration, and fully restored end-to-end ping connectivity.
- Detected missing return routes on a router by reading the routing table (show ip route), added the correct static routes, and restored full bidirectional communication across all 6 subnets.
- Configured basic router security (user access verification + enable password) on all devices, demonstrating knowledge of Cisco IOS hardening fundamentals.

*Key takeaway: Applied a structured isolate → identify → fix → verify methodology — directly transferable to Level 1 helpdesk troubleshooting.*

## Enterprise Multi-Site Network Design

Cisco Packet Tracer 8.2

Planned and built a 3-site corporate WAN topology from scratch using Cisco routers and switches:

- Configured EIGRP dynamic routing so all three sites automatically share routes and converge — no manual static entries needed.
- Verified full network health across all sites using Cisco IOS show commands (show ip route, show interfaces, ping).
- Produced accurate network topology documentation covering IP scheme, interface assignments, and device roles.

## Gateway Redundancy & Failover Setup (HSRP)

Cisco Packet Tracer 8.2

Implemented a dual-router failover solution to ensure zero-downtime connectivity for end users:

- Configured HSRP so that if the primary router goes offline, all end-user devices automatically switch to the backup router — with no manual intervention required.
- Observed and documented live failover state transitions in Cisco IOS CLI, confirming correct Active/Standby election.
- Verified uninterrupted connectivity from end-user PCs before and after simulated primary router failure.

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## WORK EXPERIENCE

### IT Support Intern

March 2025 – March 2026

*Newa IT Solutions — Sydney, Australia*

Gained hands-on IT support experience in a professional company environment, assisting with day-to-day technical operations under the supervision of the Director / IT Head.

- Provided Level 1 technical support to end users, diagnosing and resolving hardware, software, and connectivity issues in a timely manner.
- Assisted with setup, configuration, and maintenance of workstations, peripherals, and network equipment.
- Supported user account management tasks including Active Directory and Microsoft 365 administration.
- Communicated effectively with non-technical users, explaining solutions clearly and ensuring a positive support experience.

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## EDUCATION

### Bachelor of Information Technology

Dec 2024 – May 2026 (Expected)

*CIHE Australia — Sydney, Australia*

### Advanced Diploma of Information Technology

Jan 2024 – Dec 2024

*Queensford College — Australia*

- Overall Score: 95% | Cisco Networking, Routing & Switching, Network Security, Cloud, Windows Server, Virtualisation, Project Management

### Diploma of Information Technology

Jul 2022 – Nov 2023

*Queensford College — Australia*

- Grade: Competent | Cisco Networking, TCP/IP, VLANs, Subnetting, IT Service Management

### High School — Computer & Information Sciences

2019 – 2021

*Khwopa College of Engineering, Nepal | Grade: Excellent*

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## CORE COMPETENCIES

- Structured troubleshooter — isolates faults logically and resolves them efficiently, with clear documentation of steps taken.
- Strong communicator — able to translate technical problems into plain language for non-technical users and stakeholders.
- Fast learner — demonstrated by 95% academic score and rapid uptake of new certifications (Google IT Support, Microsoft 365).

- User-focused mindset — volunteering experience supporting community members with real device and connectivity issues.
- Foundational network knowledge — understanding of how corporate networks are structured supports faster diagnosis of connectivity problems in support roles.

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## REFERENCES

Field	Details
Contact Name	Anish Sthapit
Position / Title	Director / IT Head
Company	Newa IT Solutions
Relationship	IT Support Intern (March 2025 – March 2026)
Phone	+61 481 366 151
Email	anish.sthapit123@gmail.com