

Bikalpa Adhikari

New South Wales, Australia

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[LinkedIn](#)

[Portfolio](#)

Professional Summary

Motivated ICT Support Specialist with hands-on experience in service desk operations, system administration, and end-user support. Skilled in troubleshooting hardware/software issues, maintaining secure networks, and ensuring reliable IT service delivery. Strong communicator adept at resolving incidents within SLAs and contributing to process improvements in fast-paced environments.

Technical Skills

Support Tools:

Microsoft 365, Active Directory, Intune, Azure AD, VPN, ServiceNow, Zoho Desk, JIRA

Hardware & Networking:

POS, CCTV, Printers, Windows OS, Network Setup, Routers, Switches, Firewalls

Programming & Scripting:

Python, Bash, SQL, HTML/CSS, API Testing

Cloud & Security:

Azure, AWS (basic), Network Security, Pen Testing

Soft Skills:

Problem Solving, Incident Management, Team Collaboration, Customer Service, Communication Skill

Professional Experience

Team Leader

Ruhil Care – Cecil Park, NSW

Feb 2025 – Current

- Managed daily operations and staff allocation based on client needs, risk levels, and service demands.
- Coordinated multidisciplinary supports (OT, physio, podiatry, speech, behavior support) and organized reports and observation, appointment calendars, and community activities.
- Completed incident reports, hazard reports, and risk assessments while monitoring trends and escalating issues to management.

- Maintained accurate client documentation, care plans, and reports, ensuring compliance, accessibility, and effective communication with stakeholders.

IT Support Officer

Rice Spice Dice – Revesby, NSW

Jan 2025 – May 2025

- Delivered full-spectrum IT support across 50+ systems (POS, CCTV, printers, docks) to optimize retail and e-commerce operations.
- Installed, configured, and maintained network infrastructure (switches, routers, firewalls, DNS/DHCP) ensuring 99% uptime.
- Administered Microsoft office 365, Active Directory, Intune, VPN, and Azure AD environments, reducing downtime by 95%.
- Managed user onboarding/offboarding, access permissions, and licenses through AD and ticketing tools (Zoho, ServiceNow, JIRA).
- Ensured SLA compliance and continuous service improvement via user feedback and root-cause analysis.
- Assisted with IT infrastructure upgrades, evaluating products and aligning systems with business objectives.
- Analyzing e-commerce data trend using analytical statistics and strategical planning and implement suitable accessibility tools to optimize the sales, advertisement and customer flow.

Food & Beverage Supervisor

Crown Resorts – Sydney, NSW

Aug 2022 – Jan 2025

- Supervised VIP gaming floor operations for 200+ guests per shift, ensuring seamless POS (Oracle/MICROS) performance.
- Managed inventory of 100+ items and developed strategic data-driven forecasting to reduce shortages and waste.
- Trained and mentored 15+ team members, driving productivity, problem solving as well as conflict management and maintaining Forbes 5-Star service standards.
- Collaborate with cross-functionality to troubleshoot POS and hardware issues, maintaining uninterrupted service.
- Ensuring attention to details towards staff management, rostering and allocation as well as providing training to staff to utilize resources with versatility.

Projects

Project Manager – Cipherguard (Capstone)

- Led encryption-based project using AES, RSA, and JWT with backend stack (Node.js, Flask, PostgreSQL).
- Recognized as Top Project of the Batch for innovation and execution.

Developer – Hi-Fi Inventory App

- Designed and developed inventory management app with 40% faster load times and improved user interface.

Education

Bachelor of Information Technology

Gateway Business College – Sydney, NSW | 2024

Minor: Application Development

+2 Science (Computer Science)

Narayani Public College – Nepal | 2020

Certifications

Cyber Warden Foundations Module, April 2025

IT Security Foundations: Network Security, Sept 2025

Docker Foundations Professional Certificate, Aug 2025

Generative AI and its Business Application, March 2024, etc.

More certificates are attached on my portfolio website. *