

PROFESSIONAL PROFILE

ICT Support Engineer combining hands-on endpoint engineering, Microsoft-first administration, service-desk discipline, and software delivery experience. Experienced in supporting users, devices, identity, access, connectivity, and site technology across Darwin and remote Northern Territory communities, with a calm approach to troubleshooting and dependable follow-through.

CORE CAPABILITIES

• ICT support engineering	• Microsoft 365	• Microsoft Entra ID
• Microsoft Intune	• Exchange Online	• Active Directory
• Endpoint deployment	• ConnectWise ticketing	• Remote site support
• Network & VPN troubleshooting	• Technical documentation	• User onboarding

PROFESSIONAL EXPERIENCE

FEB 2026
PRESENT
CURRENT

ICT Support Engineer Emerge IT

- Provide on-site and remote ICT support across Darwin and regional Northern Territory, acting as the primary site contact for the largest customer.
- Undertake remote site visits to Warruwi and Gapuwiyak and support users across communities including Nhulunbuy, Galiwinku, Gunbalanya, and wider East Arnhem Land.
- Build, configure, deploy, and maintain Windows endpoints, peripherals, operating-system upgrades, device audits, inventory, and technology rollouts.
- Administer Microsoft 365, Entra ID, Intune, Exchange Online, Active Directory, user provisioning, authentication, permissions, and access controls.
- Diagnose endpoint, network, VPN, remote-access, software, and connectivity incidents; document findings and progress requests through ConnectWise to resolution.

OCT 2021
JAN 2023

Scrum Master Parentiv

- Led sprint planning, daily ceremonies, retrospectives, Jira workflows, issue ownership, and delivery follow-up.
- Managed stakeholder updates, staff onboarding, system credentials, and resource access.
- Provided internal helpdesk support and introduced Slack notifications to improve delivery visibility.

DEC 2020
OCT 2021

Application Developer Parentiv

- Built Android, iOS, web, and admin applications with Flutter and Dart.
- Implemented Firebase authentication, data, storage, cloud functions, notifications, deep links, and auditing.
- Integrated APIs, analytics, automated testing, cloud services, and Codemagic delivery pipelines.

EDUCATION

2022
2024

Master of Information Technology
Charles Darwin University · Darwin, Australia

2017
2021

Bachelor of Science in Computer Science & Information Technology
Tribhuvan University · Kathmandu, Nepal

CREDENTIALS & ADDITIONAL STRENGTHS

64 ACS Skillssoft digital badges View credential wallet	Languages English · Nepali · Hindi	Additional Australian driver licence · First aid
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