

Krishna Acharya

IT Support / Service Desk

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PROFESSIONAL SUMMARY

IT professional with previous Level 1 technical support experience in an ISP environment, supported by a Bachelor of Computer Engineering and a Master of Information Technology majoring in Network and Information Security. Experienced in customer-facing troubleshooting, internet connectivity support, router configuration, issue escalation and technical communication. Also brings several years of Australian operational leadership experience, with strong skills in customer service, prioritisation, team coordination and problem solving. Currently focused on returning to hands-on IT support and developing further practical capability across user support, Windows systems and networking.

PROFESSIONAL EXPERIENCE

Level 1 Technical Support

2019 — 2020

WorldLink Communication ISP

Provided Level 1 technical support in an ISP environment, assisting customers with internet connectivity and service-related issues. Troubleshot common network and router problems, performed basic connectivity checks, supported router configuration, recorded and managed support requests, and escalated unresolved technical issues when required. The role developed my practical troubleshooting, networking, customer communication and first-line support skills.

- L1 Technical Support
- Network Troubleshooting
- Internet Connectivity
- Router Support
- Customer Support
- Ticket Handling
- Issue Escalation

IT Lab Supervisor

2019

Supported and supervised IT lab activities across community schools in five districts of Nepal, gaining practical exposure to computer-lab environments and technology support in education settings.

- IT Lab Support
- Computer Systems
- Education Technology
- Multi-site Support

Software Developer Intern / Software Development & Testing

2026

Optimum Insurance

Completed an industry placement at Optimum Insurance as part of the Professional Year Program, gaining exposure to a professional software environment with a focus on software development and testing activities.

- Software Developer Intern

Assistant Customer Order Processing Manager

2022 — Present

Woolworths CFC

Joined Woolworths in 2022 as a Team Member in a manual Customer Fulfilment Centre and progressed into operational leadership, including Department Manager responsibilities. I currently work as an Assistant Customer Order Processing Manager in an automated CFC, supporting high-volume customer-order operations, team coordination, workflow execution and day-to-day operational problem solving.

- Operational Leadership
- Team Coordination
- Problem Solving
- Customer Fulfilment
- Process Management

EDUCATION

Bachelor of Computer Engineering
Mid Western University

2016 — 2020

Completed a Bachelor of Computer Engineering, building a foundation across computer systems, programming, databases, web technologies and technical problem solving.

- Computer Engineering
- Computer Systems
- Technical Fundamentals

Master of Information Technology
Central Queensland University

2022 — 2024

Completed a Master of Information Technology with a major in Network and Information Security, developing knowledge across networking, security, systems and IT project environments.

- Network & Information Security
- Postgraduate IT
- Networking

SELECTED PROJECTS

Personal Portfolio Platform

in progress

A dynamic, database-driven personal portfolio platform designed to present professional experience, technical projects, articles and career development through a custom administration system.

Technologies: Next.js, TypeScript, Tailwind CSS, GitHub

PROFESSIONAL DEVELOPMENT

Professional Year Program in Information Technology
QIBA

2025

Completed the Professional Year Program in Information Technology, developing Australian workplace, communication and professional skills for the IT industry. The program included an industry placement at Optimum Insurance.

- Professional Year
- Information Technology
- Professional Development