

ALISH BHATTARAI

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Portfolio: <https://portfolio.edusewa.org>

CAREER OBJECTIVE

Entry-level IT Helpdesk / Service Desk (L1) candidate with a Bachelor of Information Technology in progress (Expected 2026). Brings foundational knowledge across operating systems, networking and security, plus programming exposure (C/C++/C#, Python, HTML/CSS/JS). Backed by strong customer service and team leadership experience as a McDonald's Manager/Crew Coach. Eager to apply structured troubleshooting, clear communication, documentation habits and a learning mindset while progressing toward Level 2 responsibilities.

CORE STRENGTHS

- Customer Service and Walk-ups
- Clear Verbal and Written Communication
- Time Management
- Decision Making
- Conflict Resolution
- Attention to Detail
- Team Leadership and Coaching
- Process Adherence
- Ownership and Follow-through
- Continuous Learning

FOUNDATIONAL IT KNOWLEDGE

- * Operating Systems: Windows 10/11, macOS (user/admin basics)
- * Microsoft 365: Outlook, Teams, OneDrive, SharePoint (end user configuration), MFA concepts
- * Identity and Security: Account lifecycle basics, password hygiene, least privilege
- * Networking: IP, DNS, DHCP fundamentals; WiFi troubleshooting concepts
- * Hardware and Peripherals: Laptops, monitors, printers, docking stations; safe handling
- * Scripting/Dev Basics: Intro PowerShell and Bash; Git/GitHub workflow
- * Programming (academic/projects): C, C++, C#, Python, HTML, CSS, JavaScript

EXPERIENCE

Manager, McDonald's | Sydney | 12/2025 to Present

- Lead shifts of 5 to 10 staff; triage issues rapidly and communicate updates which mirrors service desk prioritisation and escalation.
- Coach team on SOPs and checklists; reinforce documentation to reduce repeat errors and improve first time fix.
- Coordinate resources under time pressure; maintain calm, professional customer communication.

Crew Coach, McDonald's | Sydney | 06/2023 to 12/2025

- Trained new team members; created simple how-to guides and shift checklists (transferable to KB articles).
- Delegated tasks, monitored KPIs (speed and quality), and resolved conflicts constructively.
- Managed small storeroom areas and stock counts which is relevant to asset tagging and inventory basics.

Crew Member, McDonald's | Sydney | 01/2023 to 06/2023

- Delivered front line customer support in a fast paced environment; upheld safety and quality standards.
- Practiced clear, concise communication and empathy during peak periods.

PROJECTS (ACADEMIC / PERSONAL)

EduSewa (University Team Project) - Web system (PHP/MySQL)

- Contributed to a multi module web app; practiced secure coding basics (sessions, prepared statements).
- Documented setup and usage for peers; presented features to non technical audiences.

Personal CI/CD Pipeline (Learning Project)

- Designed a lightweight CI/CD pipeline using GitHub Actions to automate lint/test/build and stage deployments for personal repos.
- Standardised steps with runbooks; documented procedures for repeatability.

EDUCATION

Bachelor of Information Technology (BIT) - Wentworth Institute of Higher Education, Sydney - Expected 2026

Relevant learning: Computer Networks; Cybersecurity Fundamentals; Operating Systems; Databases; Web Development; Systems Analysis

AWARDS

First Place - AI the Right Way Competition (Wentworth Institute) - May 2025

(College certificate available.)

CERTIFICATIONS (PLANNED)

ITIL 4 Foundation - Planned

Microsoft Fundamentals (AZ-900 or MS-900) - Planned