TUSHANT MAN SINGH

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PROFESSIONAL SUMMARY

IT graduate with a Bachelor of Information Technology (Software Engineering) and hands-on experience from an IT support placement providing front-line technical support across phone, live chat and email. Experienced in troubleshooting Linux, cPanel/WHM, DNS, FTP, SSH and email protocols (POP3, IMAP, SMTP), VMware, Active Directory and Microsoft 365 environments, supporting 200+ users. Comfortable working rotating shifts, with a strong customer service background including complaint handling and escalations. Quick learner, detail-oriented and a confident problem-solver.

TECHNICAL SKILLS

Technical Support and Troubleshooting: Hardware and software diagnostics, user account management, printer support, software installation, network drop troubleshooting, IT infrastructure monitoring, incident ticketing

Systems and Platforms: Linux, cPanel/WHM, VMware, Active Directory, Microsoft 365, Windows, macOS, SharePoint

Networking and Protocols: DNS, FTP, SSH, POP3, IMAP, SMTP, Cisco networking, network and server cable patching

Server, Hosting and DevOps: Nginx, Docker, AWS EC2, Git, GitHub, Jira

Databases: MySQL, PostgreSQL, SQLite, PL/SQL, Firebase Realtime Database, Cloud Firestore

Programming and Scripting: Python, JavaScript, Java, C++, PHP, Node.js, SQL, R

Web Technologies: HTML5, CSS3, React.js, Sequelize

Data Analysis: SQL, Tableau, Python, R, MS Excel

Design and Multimedia: Canva, Figma, Adobe Photoshop, Adobe Premiere Pro, DaVinci Resolve

PROFESSIONAL EXPERIENCE

IT Support Specialist (Placement) **July 2024 - Dec 2024**

Football Victoria, Bundoora, VIC

- Provided front-line technical support to 200+ users via phone, live chat and email, logging and managing tickets in the internal ticketing platform
- Resolved user account, printer, network drop and software installation issues using Active Directory, Microsoft 365, Windows and macOS
- Troubleshot Linux, cPanel/WHM, DNS, FTP, SSH, email protocol (POP3, IMAP, SMTP) and VMware issues as part of daily support duties
- Debugged hardware and software issues, resolving 95% of system errors and improving operational efficiency
- Monitored and maintained IT infrastructure, increasing system uptime by 30%
- Managed network and server cable patching on Cisco networking equipment, improving server connectivity and reducing downtime by 30%
- Built a SharePoint intranet file server, migrating 100% of legacy data from local servers and improving data accessibility by 70%

Step Up Shift Supervisor **Dec 2023 - Present**

Crown Towers, Melbourne, VIC

- Handled face-to-face customer interactions, resolving complaints and escalations to achieve a 95% customer satisfaction rate
- Worked rotating shifts while leading operations and team coordination, increasing efficiency by 15%
- Trained and mentored staff, improving performance standards by 20%
- Inspected facilities with attention to detail, ensuring 98% compliance with quality control standards
- Managed inventory, reducing equipment downtime by 10%
- Implemented safety protocols, reducing incidents by 30%
- Prepared shift reports for operational transparency and accountability

Social Media Analyst Student Consultant **Jun 2023 - Sep 2023**

Practera - La Trobe University, Melbourne, VIC

- Provided custom monthly analytics reports, improving clients' data-driven decisions by 25%
- Improved website SEO rankings for target keywords, increasing organic traffic by 40%
- Analysed media coverage and social media analytics to optimise campaign strategies
- Developed and managed a social media strategy, increasing engagement by 20%

Core Design Team Member **Oct 2023 - July 2024**

Google Developer Student Clubs, La Trobe University

- Collaborated with the design team, improving user experience across 5+ projects
- Developed marketing materials, increasing customer engagement by 30%
- Created a style guide, standardising company branding

EDUCATION

Bachelor of Information Technology (Major: Software Engineering) **2021 - 2024**

La Trobe University, Melbourne, VIC

CERTIFICATIONS

- Google IT Automation with Python, Google
- Social Media Marketing Certification, Hootsuite

PROJECTS

SharePoint Intranet File Server (Football Victoria placement)

- Designed a scalable intranet file server with secure file sharing and access control, integrated with existing infrastructure

University and Personal Projects (GitHub: TushantMan)

- Built websites and apps using HTML, CSS, React and Node.js (front-end and back-end), following the Software Development Lifecycle
- Deployed and hosted projects using Docker, AWS EC2 and Nginx

HONOURS

- La Trobe South Asia Excellence Scholarship (30%)
- Golden Key Honour Society, Lifetime Member