

BULBUL CHOWDHURY

IT Support Level 1 · Help Desk · Systems & Network Support
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Portfolio: bc-dotcom.github.io | GitHub: github.com/bc-dotcom

SUMMARY

IT graduate with a Bachelor of Information Technology (with Distinction, UTS 2025) and a comprehensive suite of networking and cybersecurity qualifications from TAFE NSW and Cisco. Technically proficient in Windows and Linux administration, network troubleshooting, hardware and software support, and user-facing issue resolution. Backed by over 11 years of customer-facing operational experience with proven ability to troubleshoot under pressure, communicate clearly with non-technical users, and maintain high service standards. Available immediately and highly motivated to begin an IT support career.

TECHNICAL SKILLS

Operating Systems:	Windows 10/11, Windows Server, Linux (Ubuntu, Kali)
Networking:	TCP/IP, DNS, DHCP, LAN/WAN, Wi-Fi, VPN, pfSense, routing & switching
Security Tools:	Antivirus/EDR, Wireshark, Splunk, IDS/IPS, Kali Linux, Metasploit
Hardware & Support:	Hardware setup, peripherals, printers, mobile devices, remote desktop
Programming:	Python, HTML, CSS, JavaScript, Java — scripting for automation
Software & Data:	SQL/PostgreSQL, Active Directory basics, ticketing systems, MS Office

RELEVANT EXPERIENCE & TRANSFERABLE SKILLS

IT-Relevant Capabilities from Operational Roles:

- Used the Veyor digital platform daily to manage operational bookings, track activity logs, and maintain accurate data — equivalent to using a helpdesk or service management system.
- Troubleshoot platform issues and technology-related problems in real time, supporting uninterrupted service delivery across 350+ retailers and 200+ contractors.
- Trained and guided team members on system use and operational procedures, demonstrating the ability to explain technical processes to non-technical users.
- Maintained accurate records and generated operational reports — directly applicable to incident logging and documentation in IT support environments.

Dock Manager

Aug 2023 – Nov 2025

Westfield Bondi Junction — Glad Group (Scentre Group contractor)

- Managed operational systems and digital tools for a high-volume 350+ retailer environment.
- Led team of Dock Masters — scheduling, performance management, daily briefings and issue resolution.
- Coordinated with 200+ external partners and contractors, maintaining professional communication and rapid response to issues.
- Prepared reports, maintained records, and supported compliance and process improvement across operations.

Dock Master / Manager (Contractor)

Jun 2014 – Aug 2023

Westfield Bondi Junction — SecureCorp

- Delivered operational support in a busy retail precinct with strict safety and access control procedures.
- Managed incidents, access control, and complaints professionally, maintaining calm under pressure.

Store Associate

Oct 2010 – Dec 2017

Big W — Brookvale, NSW

- Operated POS and retail management systems, handled customer enquiries and transaction processing.

EDUCATION & CERTIFICATIONS

Bachelor of Information Technology — with Distinction UTS Sydney Networking & Cybersecurity + Management Studies GPA 5.85, WAM 77.50	<i>Jul 2025</i>
CCNAv7: Enterprise Networking, Security & Automation Cisco Networking Academy	<i>Jun 2022</i>
Advanced Diploma of IT — Cyber Security (ICT60220) TAFE NSW Ultimo — Penetration testing, encryption, risk assessment, virtualised security infrastructure	<i>Dec 2022</i>
Diploma of Information Technology (ICT50220) TAFE NSW Ultimo — Enterprise networks, WAN/LAN, authentication, switching, routers	<i>Jun 2022</i>
Certificate IV in IT Networking (ICT40418) TAFE NSW Ultimo	<i>Nov 2021</i>
Certificate III in IT — Digital Media & Technology (ICT30118) TAFE NSW Ultimo	<i>Jul 2021</i>

WHY I'M READY FOR IT SUPPORT

- Strong theoretical foundation: Completed units in network fundamentals, cryptography, system administration, database management, and applied network security at degree level.
- Practical lab skills: Hands-on experience with Wireshark, pfSense, Kali Linux, Metasploit, Splunk, and virtualised environments through TAFE and UTS coursework.
- Customer-first mindset: Over a decade dealing with high-pressure, customer-facing situations has built strong patience, communication, and conflict resolution skills ideal for Level 1 support.
- Quick learner & adaptable: Progressed through 6 IT qualifications from Certificate III to a Bachelor's degree while working full-time, demonstrating dedication and capacity to learn independently.

REFEREES

Charlee Williams — Contract Risk & Security Site Manager, Glad Group
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Diane Jakovljevic — Risk & Security Supervisor, Scentre Group
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