

Raghav Ratti

80 Mort Street, Blacktown, NSW, 2148

0401-383-003 | raghavratti54@gmail.com

Career Objective

I am actively seeking job opportunities where I can take on meaningful responsibilities and contribute to a company's success through efficient logistics and internal collaboration. I am drawn to roles that emphasize clear job descriptions and value the uniqueness each team member brings. With a strong focus on building genuine connections, I take pride in turning opportunities into measurable achievements.

Education

Bachelor's in ICT (Cyber Security)

Western Sydney University | July 2018 - July 2020

- Equipped with advanced diagnostic, troubleshooting, and cybersecurity skills, including ethical hacking, network security, and digital forensics.

Professional Year Program

ECA - ACS Professional Year Program | July 2018 - July 2020

- Developed professional skills tailored to the Australian IT industry, including project management and customer service.

Key Skills

- Customer Service Excellence
- Retail Sales & Upselling
- Cash Handling & EFTPOS
- POS System Operations
- Inventory & Stock Management
- Technical Troubleshooting
- Strong Communication Skills

- Team Collaboration
- Problem Solving
- Time Management
- Ability to Work in Fast-Paced Environments
- Microsoft Office & Computer Skills

Experience

Customer Service Representative

BP Baldivis Southbound | November 2022 - Present

- Delivered exceptional customer service with a proactive approach to safety and WH&S standards, earning recognition with a Rising Star Award in 2023.

Customer Service Representative / Barista

BP Baldivis Southbound | November 2022 - Present

- Delivered exceptional customer service with a proactive approach to safety and WH&S standards, earning recognition with a Rising Star Award in 2023.

Technical Support Analyst

Rex Technologies | November 2022 – December 2023

- Provided on-site and remote support to end users, resolving technical issues in hardware, software, and network configurations.

- Deployed, upgraded, and maintained workstations, mobile devices, and printers, ensuring compliance with security policies.

- Collaborated with engineers to support infrastructure projects, including network printer setups, re-imaging PCs, and managing Office 365 migrations.

- Handled ticket management through ServiceNow, escalated issues when necessary, and coordinated stock control, reducing discrepancies by 10%.

- Delivered user training for Office 365 and video conferencing tools to improve user efficiency.

Awards

- Most Improved and Rising Star Award (2023) - BP Baldivis Southbound
- Dean's Merit List - Diploma of ICT, GPA of 6.0/7.0

References

Rex Technologies- Managing Director
_Ali Asgar Rassiwal- 0468-752-786

BP Baldivis Southbound- Site Manager

Aakanksha Sharma 0413-554-096