

Ajay Kumar Shaganti

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Objective

Detail-oriented IT professional with a Master's degree in Information Technology, experienced in desktop support, system administration, and cloud platforms. Proven ability to troubleshoot hardware, software, and network issues, support end-user environments, and maintain reliable IT systems. Strong understanding of service desk operations, incident management, and infrastructure support, with a focus on delivering high-quality customer service.

Education

Swinburne University of Technology , Master of Information Technology – Melbourne, Australia	2022 – 2024
Jawaharlal Nehru Technological University , Bachelor of Technology in Electronics and Communications Engineering – Hyderabad, India	2016 – 2020

Professional Experience

IT Support Officer (E-Exam Support) , Monash University – Melbourne	Oct 2025 – Present
• Provided real-time Level 1/2 technical support for large-scale e-examinations across multiple campuses • Diagnosed and resolved hardware, login, and network connectivity issues under strict SLAs • Supported end-user devices including laptops, desktops, and wireless systems (WLAN) • Assisted in device imaging, setup, and system validation before exams • Logged, tracked, and resolved incidents using structured service desk processes • Delivered clear communication and support to non-technical users in high-pressure environments	
Software Engineer , Remote King – Hallam, Melbourne	Jun 2025 – Present
• Provided internal IT support, troubleshooting system, user access, and integration issues • Managed authentication, authorization, and user access control (identity management concepts) • Supported AWS infrastructure (EC2, RDS, S3, VPC) ensuring uptime and performance • Worked with external vendors (Shopify, Unleashed, Sparklayer) for issue resolution • Built internal admin tools for monitoring users, devices, and subscriptions	
Technical Support Engineer , CBI Electric – Hallam, Melbourne	Jan 2023 – Jan 2025
• Delivered desktop support for PCs, printers, and internal applications • Troubleshot network connectivity issues (LAN/WAN), system access, and hardware faults • Assisted with system maintenance, updates, and infrastructure improvements • Supported AWS-hosted systems ensuring secure and reliable operations • Automated stock and production workflows, improving system reliability and efficiency	

System Engineer, Tata Consultancy Services – Hyderabad, India

Feb 2021 – Aug 2022

- Designed and implemented scalable big data solutions for analysing large datasets, supporting data-driven decision making
- Utilized Hive queries to monitor Key Risk Indicators (KRIs), identifying anomalies in transactions data
- Collaborated with cross-functional teams to optimize data workflows, performing data quality checks and performance tuning for reliability and efficiency
- Worked within an Agile/Scrum team, participating in sprint planning, daily stand-ups, and retrospectives to ensure efficient project delivery

Skills

IT Support & Infrastructure: Desktop Support, Service Desk Operations & Incident Management, User Provisioning, Identity & Access Management

Networking: LAN, WAN, WLAN fundamentals, network troubleshooting, and basic VLAN and routing concepts.

Development: React, PHP, Node, Database Management, Hadoop, Hive, Spark

Cloud Platforms: AWS (VPC, EC2, RDS, S3), Azure, Oracle

Programming Languages: Java, C, Python, Embedded C

Tools and Other Skills: Git, Shell Scripting, Shopify, Agile Methodologies, Scrum, Business Process Modelling

Academic Projects

HIV Self Testing Portal

React, NodeJS, MySQL, AWS

- Developed a user-friendly portal for ordering self-testing kits and managing results, integrating two-factor authentication and an OpenAI API chatbot

Fuel Theft Alarm using Ultrasonic Sensors

ESP8266, Webhooks

- Developed a fuel theft alarm system using ultrasonic sensors in collaboration with CMR Technical Campus, Hyderabad a prototype, powered by an ESP8266, utilized Webhooks and Google Maps API to detect fuel theft from university buses and alert management in real-time.

Extracurricular Activities

President, Robotics Club

Leadership Role

- Led a technical club focused on robotics, planning and organizing events in collaboration with a faculty advisor and a team of five executive members
- Oversaw event execution and promoted skill-building activities, enhancing members' hands-on experience in robotics and technology

Executive Member, National Service Scheme (NSS)

Community Service

- Engaged in community outreach by organizing visits to underprivileged areas, focusing on clean-up initiatives and technological education
- Guided local residents in understanding and accessing various government policies and benefits, supporting community development and awareness

References

Available upon request.