# Trilochan Adhikari

**IT SUPPORT | WEB DEVELOPMENT**

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## Professional Summary

IT support and web development professional with experience responding to staff IT queries, troubleshooting website issues, and supporting clients with live website changes. Completed the requirements for a Master of Information Technology (professional) at Deakin University, specializing in Cyber Security. Currently undertaking training in IT systems support.

## Experience

**IT Support Officer (Part-time) | Shree Sa. Pa. Pushpanjali Firm, Nepal** Jan 2021 – Mar 2025

- Responded to staff IT queries and troubleshot issues with the company website and internal systems.
- Designed and maintained the company website, updated pages, and uploaded videos.
- Managed Facebook, Instagram, and YouTube accounts and responded to online enquiries.

**Web Developer | Kantipur Infotech Pvt. Ltd., Nepal** Aug 2024 – Feb 2025

- Met with clients to review their websites, discuss feedback, and agree on improvements. Implemented changes and provided ongoing support.
- Built and maintained responsive WordPress websites and news portals using custom themes.

**Contract Web Developer | Sany Readymade Udhyog, Nepal** Jun 2024 – Jul 2024

- Built a WooCommerce store with product search, customer accounts, order tracking, and online payments.
- Configured shipping rates and automated order emails and provided post-launch support.

**Contract Web Developer | Par Bahattar Media Pvt. Ltd., Nepal** Mar 2024 – Jun 2024

- Built the **Golf in Nepal** website with a custom WordPress theme in PHP, enabling the client to publish news and update tournament scores.
- Supported deployment and maintenance, including improvements to the mobile layout.

**Front-End Developer Intern | Kantipur Infotech Pvt. Ltd., Nepal** Jun 2024 – Jan 2024

- Built and updated websites using HTML, CSS, JavaScript, Bootstrap, PHP, and WordPress.
- Worked with designers to implement page layouts and helped troubleshoot website issues during development and maintenance.

## Education

**Master of Information Technology (Professional) | Deakin University, Australia** 2025 - 2026

Specialization: Cyber Security

- Selected Coursework: Computer Networks, Cloud Computing, Identity, Access Management and Physical Security, and Service Management.
- Team Project: AutoAudit, contributed to front-end and back-end development of a Microsoft 365 compliance automation platform.
- Minor Thesis: Evaluating the Resilience of AI Chatbots Against Prompt Injection Attacks

**Bachelor of Business Information Systems | Kathmandu University, Nepal** 2019 – 2023

- Research Project: Impact of Transaction Attributes on Online Transactions of Customers and Retailers of Nepal

## Technical Skills

**IT support:** Staff IT queries, technical troubleshooting, website maintenance, and client support

**Web Development:** WordPress, WooCommerce, Elementor, HTML, CSS, JavaScript, Bootstrap, and PHP

**MERN stack:** MongoDB, Express.js, React, and Node,js

**Version Control:** Git

**Productivity tools:** Microsoft Word, Excel, PowerPoint, Trello, and Canva (basic).

## Professional Development

- IT System Support Career Program | Click Consulting Group, Australia
- Full Stack Web Development – MERN Stack | Deerwalk Training Center, Nepal
- ReactJS – Frontend development | dynoAcademy, Nepal
- NodeJS – Backend development | dynoAcademy, Nepal

## Additional Employment

**Food Service Assistant | Uniting Agewell, Hawthorn, Australia** Oct 2025 – Present

**Content Writer | Contentio Pvt. Ltd., Nepal** Jun 2022 – Dec 2023

- Researched, wrote, and edited financial reports and business content.