

# Bennet Eldho

Ingle Farm, Adelaide SA

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## SUMMARY

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Graduate Software Engineer with experience in project coordination, stakeholder support, reporting, and digital collaboration tools across both government and corporate environments. Skilled in preparing communication materials, supporting process improvement initiatives, and providing administrative support to senior staff. Adept at translating technical insights into clear reports for decision-making, with proven ability to work within fast-paced environments while maintaining accuracy and stakeholder engagement.

## SKILLS

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**Software Development & Programming:** Python, C++, C#, JavaScript, ReactJS, NodeJS, SQL, ASP.NET, Git, Agile, Pandas, NumPy, CSS, HTML, REST API, XML/JSON

**Data & Analytics:** Power BI, DAX, Excel, Forecasting Models, Data Cleaning & Transformation

**Cloud & IT Operations:** AWS (Foundations), Windows OS, Active Directory, Networking fundamentals, Intune, Ticketing, MDM responsibilities, Samsung KNOX, WS1, Admin responsibilities, TIPT management

**Project & Communication:** Agile Project Management, Stakeholder Engagement, Documentation, ITIL v4, Administrative & Executive Support, Time Management & Organisation, Continuous Improvement

## WORK EXPERIENCE

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### One Solution

Oct 2025 - Present

ICT Engineer and MDM Support

*Unley, Adelaide*

- Assisting users with technical issues, admin support including remote and on-site support, ensuring SLAs are met.
- Staging, configuring, and enrolling mobile devices into MDM systems (e.g., Intune, Workspace ONE).
- Enforcing security policies, application management, and compliance on mobile devices, mobile troubleshooting and security actions taken when necessary.
- Providing technical guidance and training for troubleshooting system and security concerns

### SA Water

Mar 2024 - Nov 2024

Software Engineer and Machine Learning Intern

*Adelaide CBD*

- Assisted in preparing forecasting reports, understanding and analysing patterns to create dashboards to support business decision-making.
- Coordinated with technical and non-technical stakeholders to deliver clear documentation and reporting outputs.
- Supported continuous improvement initiatives by developing automated reporting tools in Python and Power BI.

### Telstra Retail

Aug 2022 – Oct 2025

Senior customer consultant

*Arndale, Adelaide*

- Delivered Tier 1 IT support for mobile devices, connectivity, and account-related issues, achieving resolution across a high volume of service desk queries.
- Mentor and train junior staff to build team capability and maintain service standards.
- Provided training and mentorship to new team members in handling tech-related queries and using internal systems. Contributed to the store achieving the highest NPS in the SA/NT region.

### Hungry Jacks

Aug 2020 – Oct 2025

Shift Manager

*Angle Park, Adelaide*

- Managing shift scheduling, delegate tasks, and ensured compliance with workplace health and safety policies.
- Leading and supervising a team of up to 10 staff per shift, ensuring smooth operations in a fast-paced environment
- Delivering hands-on training and coaching to new team members, improving productivity, handling customer complaints and service quality.

## EDUCATION

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**University of South Australia, Adelaide**  
Bachelor of Software Engineering (H2B Honours)

**Mar 2020 - Nov 2024**

## CERTIFICATIONS

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**AWS Certified Cloud Practitioner**  
**Microsoft 365 Certified: Endpoint Administrator Associate (*In Progress*)**  
**Power BI for Data Analysts (LinkedIn Learning)**