

RAYNAL CHANDRA

Electrical Engineering Technology Graduate

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Engineers Australia Graduate Member | Full Australian Working Rights

PROFESSIONAL SUMMARY

Electrical Engineering Technology graduate and Engineers Australia Graduate Member seeking a first professional engineering opportunity. Hands-on experience in electronics assembly, electrical and embedded-system projects, programming, testing and technical fault diagnosis. Currently working in a high-volume technical support environment diagnosing hardware, software, networking, database and connected-device faults for business-critical systems. Brings practical problem-solving ability, professional technical experience and a strong foundation across electrical and electronic systems, with the flexibility to develop across a range of entry-level engineering environments.

EDUCATION

Bachelor of Engineering Technology - Electrical Engineering

Unitec Institute of Technology, Auckland, New Zealand | 2024

Certificate in Applied Technology - Electrical

Unitec Institute of Technology, Auckland, New Zealand | 2014

Certificate in Electrical and Electronic Engineering

Unitec Institute of Technology, Auckland, New Zealand | 2013

ENGINEERING & TECHNICAL SKILLS

Electrical & Electronics: Electrical wiring, electronic fault finding, circuit testing, PCB assembly, soldering, circuit calibration, multimeter testing, sensor integration, low-voltage systems, IPC-A-610 standards

Embedded & Programming: Arduino, embedded programming, C++, Python, MATLAB, IoT, ultrasonic sensing, hardware/software integration

Engineering Software: Altium Designer, AutoCAD, SolidWorks, Microsoft Project Tools

Technical Systems: Windows, POS hardware/software, SQL/database troubleshooting, TCP/IP networking, EFTPOS integrations, printers/peripherals, remote diagnostics, technical documentation

SELECTED ENGINEERING PROJECTS

Area-Sensing Navigation Walking Stick

Independent design and build |

- Designed, programmed and constructed an electronic navigation aid from purchased components and sensors.
- Integrated distance sensing with programmed vibration feedback to communicate obstacle proximity to the user.
- Assembled and tested the completed prototype, refining sensor and feedback operation during development.

Self-Sustaining Smart House Using IoT

Engineering project |

- Designed and constructed a model smart house incorporating renewable-energy and IoT technologies.
- Completed electrical wiring and programming so system components could communicate and operate together.
- Integrated solar, hydropower and piezoelectric generation concepts and tested the completed prototype.

Footstep Power Generation

Engineering project |

- Constructed an energy-harvesting prototype using piezoelectric and mechanical generation methods.
- Verified low-voltage and current output using a multimeter; demonstrated enough output to power an LED and charge multiple capacitors.
- Investigated storing capacitor energy for battery charging and evaluated the limitations of low-power generation.

Car Reversing Sensor

Embedded systems project |

- Built and programmed a vehicle proximity-detection prototype using an embedded controller and distance sensor.
- Integrated buzzer and LED warnings with a display showing measured distance to detected objects.
- Tested the complete hardware and software system to verify distance detection and warning operation.

PROFESSIONAL EXPERIENCE

Level 1 Support Technician

Impos, Melbourne, VIC | March 2026 - Present

- Provide technical support within a POS technology environment servicing a customer base of more than 2,000 businesses.
- Handle approximately 15 support calls per day plus 10-13 additional support tickets, investigating hardware, software and system faults.
- Diagnose POS hardware, Windows systems, databases, networking, printers, EFTPOS integrations, tablets and associated peripherals.
- Apply structured fault-finding to determine troubleshooting, escalation, hardware replacement or onsite-service requirements.
- Assess faulty or end-of-life equipment and recommend appropriate replacement hardware when required.
- Coordinate onsite technician attendance for issues requiring physical intervention, providing diagnostic findings and troubleshooting history.
- Create detailed support tickets and maintain internal knowledge-base articles and technical documentation.

Concentrix - Client: Unitec

Auckland, New Zealand | July 2019 - March 2025

IT Helpdesk Specialist - Tier 1 & 2 | March 2023 - March 2025

- Transitioned into Tier 1 & 2 IT support in March 2023 while continuing Customer Service responsibilities through July 2023.
- Provided onsite and remote support for hardware, software and network incidents across Windows devices, applications and user accounts.
- Managed user accounts and software deployments using Active Directory and Group Policy, and contributed technical documentation and user training.

Customer Service Specialist | July 2019 - July 2023

- Supported student services and general enquiries, maintained CRM records and worked across departments to resolve customer issues.

Assembly Technician

Integrated Control Technology, Auckland, New Zealand | September 2018 - February 2019

- Assembled and tested electronic security devices in accordance with IPC-A-610 standards.
- Performed soldering, electronic diagnostics and circuit calibration during production.
- Used in-house testing equipment and tools to verify assemblies and identify faults, working with engineering and QA teams.

ADDITIONAL EXPERIENCE

Workshop Assistant - Avondale Panel and Paint Ltd | Auckland, New Zealand | March 2019 - March 2025 | Casual

Supported tradespeople with vehicle preparation, parts handling and general workshop activities within a practical mechanical environment.

CERTIFICATIONS & PROFESSIONAL MEMBERSHIP

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| • Engineers Australia - Graduate Member | • White Card - General Construction Induction |
| • RIIWHS204E - Work Safely at Heights | • MSMWHS217 - Gas Test Atmospheres |
| • RIIWHS202E - Enter and Work in Confined Spaces | • MSMPER200 & MSMPER202 - Permit to Work Systems |
| • Workplace First Aid - Level 2 | • Full Driver Licence |