

SHAHBAZ ALI MIKRANI

Malangwa 5, Sarlahi, NEPAL

• +977-9864217495

• shabazmikrani0@gmail.com

www.linkedin.com/in/mikraniali

SUMMARY

IT Specialist and System Administrator with expertise in system administration, software installation, hardware diagnostics, and network management. Skilled in implementing security solutions, troubleshooting technical issues, and delivering IT support for smooth business operations. CompTIA Security+ certified with training in cybersecurity and Generative AI. Hands-on experience in Python, C, C++, and SQL. A proactive learner with strong problem-solving skills and a commitment to driving operational efficiency.

WORK EXPERIENCE

Computer Expert- Elite Design and Build Pvt. Ltd, Nepal

NOV 2022 - Present

- Provided comprehensive IT services by installing software, configuring systems, and performing hardware diagnostics for over 50 employees, minimising service disruptions.
- Managed local network connectivity and resolved technical issues to reduce downtime and maintain workflow efficiency.
- Implemented robust system security measures, including firewalls, antivirus software, and backup protocols to protect critical company data.
- Delivered technical support and conducted on-the-job training sessions to enhance digital literacy and empower team members to resolve issues independently.
- Maintained up-to-date digital assets such as file management and project management systems, ensuring data integrity and accessibility.
- Collaborated with management to identify, evaluate, and recommend emerging technologies and software solutions to streamline operations.

INTERNSHIP AND WORKSHOP

- Social Media Marketing Intern | International Model United Nations (via Internshala) | June 2020 - July 2021
 - Machine Learning Workshop Participant | Sands Centre for Innovation and Testing Private Limited, Chennai | March 2019
-

EDUCATION

BHARATH INSTITUTE OF HIGHER EDUCATION & RESEARCH

Bachelor of Technology in Computer Science Engineering | JULY 2018 - MAY 2022

DR. ZAKIR HUSSAIN HIGH SCHOOL /+2HIGH SCHOOL | JUNE 2015 - JULY 2017

+2/ Higher Secondary

CERTIFICATIONS OF COURSE COMPLETION

- CompTIA Security+ SY0-601
- Introduction to Ethical Hacking in Hindi
- Introduction to Cyber Security
- Cybersecurity
- Introduction to Cyber Crime
- Types of Cyber Security
- Programming Basics
- Introduction to Generative AI
- Project Management Foundations

TECHNICAL SKILLS

- **IT Support & System Administration:** Installation and configuration of operating systems (Windows [all versions], Linux), software deployment, hardware diagnostics, system administration, end-user support, remote troubleshooting (AnyDesk, TeamViewer, Quick Support)
- **Networking & Cybersecurity:** Network administration (LAN/WAN), VPN setup and configuration, firewall and antivirus management, vulnerability assessment, system security protocols, data backup and recovery, risk mitigation, and troubleshooting network connectivity.
- **Programming & Development:** Python (basic scripting and automation), C, C++, SQL (basic database management), HTML, CSS, Linux shell scripting.
- **Productivity & Tools:** Microsoft Office Suite (2007–2024), project management systems, Arduino Uno troubleshooting, mobile device configuration (iOS and Android).
- **IDEs & Development Tools:** VS Code, Android Studio, Jupyter Notebook, GitHub

ADDITIONAL

SOFT SKILLS

- Strong verbal and written communication
- Analytical and Problem-Solving Skills
- Adaptability and continuous learning
- Collaboration and teamwork
- Attention to detail
- Time management and multitasking
- Leadership in training and mentoring

LANGUAGES

- English
- Nepali
- Hindi
- Urdu

HOBBIES

- Playing cricket
- Listening to music
- Keeping up with industry trends
- Internet research