Amrit Sharma

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SUMMARY

Have excellent logical, analytical and debugging skills Possesses high working qualities with good interpersonal skills, highly motivated, fast learner, good team player and very proactive in problem solving with providing best solutions

EXPERIENCE

Subisu Cablenet, Kathmandu - *Enterprise Support Representative*

September 2021 - PRESENT

- Worked as Enterprise support representative to co-operate with different clients from enterprise
- Major focuses on Network Monitoring, router Configuration and working with different applications
- Worked to provide immediate support for the client regarding the networking issues
- Identifying Customer needs, clarify information, research every issue, and provide solution or alternatives
- Assist customers with any technical issues experience with any services and escalate any unresolved issues to Team Leader (TL) appropriately. Receive and disseminate accurate information
- Solve the networking issue of enterprise unit   .

EDUCATION

Patan College for Professional Studies, Kathmandu - *Bachelor of Science (Hons.) Computer Science and Software Engineering, University of Bedfordshire*

SKILLS

- Strong understanding of network protocols, TCP/IP, DNS, DHCP, and VPN.
- Experience in configuring and troubleshooting network devices (routers, switches).

- Good knowledge of windows operating system and Linux operating system
- Installing OS and application software
- Knowledge of programming language(python, HTML5, CSS, JavaScript)
- Basic knowledge of MPLS, BGP, OSPF, Firewall

Additional Skills

- Strong problem-solving and analytical skills
- Excellent teamwork and collaboration abilities
- Strong verbal and written communication skills
- Detail-oriented with a focus on delivering high-quality results
- Ability to adapt and learn new technologies quickly