ANANTA KADEL

Student

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Career Objective

Bachelor in Information Technology (BIT) student with hands-on experience as an L1 Support Intern at Vianet. Strong foundation in networking concepts including TCP/IP, subnetting, routing, switching, and basic network troubleshooting. Experienced in handling customer-side network issues, ticket-based support, and first-level diagnostics. Currently preparing for CCNA and seeking to grow into a network operations or infrastructure role.

Websites, Portfolios, Profiles

- anantakadel.com.np
- github.com/Anantakadel
- linkedin.com/in/ananta-kadel-943735215

Technical Skills

- Programming: Python, JavaScript (Basic)

- Database: PostgreSQL, MySQL (Basic)

- Core Concepts: Data Structures, Network Security, REST APIs, Basic Data Analytics

- Web Development: HTML5, CSS3, Flask, Django (Basic)

- Tools & Platforms: Git/GitHub, Linux, VS Code

Experience

L1 Technical Support Intern   Nov 2025 - Current

Vianet   Kathmandu, Nepal

- Provided first-level technical support for internet connectivity issues, router configuration, and basic network problems.
- Diagnosed and resolved customer issues using fundamental networking concepts and standard troubleshooting procedures.
- Assisted customers via phone by clearly understanding issues and delivering timely, effective solutions.
- Logged, tracked, and documented incidents, troubleshooting steps, and resolutions in the ticketing system.
- Escalated complex or unresolved issues to team leads or supervisors when required.

Licenses & Certifications

School of AI Certified Cloud Practitioner (Foundational) — Udemy — Issued 2025-10

CyberSecurity Bootcamp— Udemy — Issued 2025-08

Beginners SEO Guide: SEO Fundamentals for Beginners — Udemy — Issued 2025-10

Education

Bachelor of Information Technology (BIT)   Expected in Aug 2026

Patan Multiple Campus, Tribhuvan University

Coursework in Programming, Database Systems, Networking, Web Development, and Cybersecurity Fundamentals.

Relevant Coursework & Training

- Data Structures & Algorithms
- Computer Networks and Security
- Database Management Systems
- Web Technologies (HTML, CSS, JavaScript)
- Object-Oriented Programming with Python

Strengths

- Strong problem-solving and analytical thinking
- Quick learner with adaptability to new technologies
- Team collaboration and effective communication