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| Bishes Adhikari  0451280806, [specialbishes9@gmail.com](mailto:specialbishes9@gmail.com)  http://startyouritcareer.com |

I am an experienced IT enthusiast with a strong passion for technology, demonstrated through hands-on experience with Microsoft 365, Azure, and extensive home lab projects. I have effectively managed Microsoft 365 services, including Exchange Online, SharePoint, and Teams, and automated administrative tasks using PowerShell. In Azure, I have deployed and managed virtual machines, configured virtual networks, and implemented robust security measures with Azure Active Directory.

**Certifications**

**IT Support – TechSkills**

**CompTIA A+ - Udemy**

**Python Programming**

**Microsoft AZ-900 (Azure Fundamentals)**

**Microsoft Fundamentals 900 (MS 900)**

**Microsoft 365 Administrator (MS 102) - Expected September 2024**

# Tech Experience

**Helpdesk Pro Lab**

* Delivered timely and effective technical support to end-users, addressing a wide range of hardware, software, and network issues.
* Demonstrated strong troubleshooting skills to identify and resolve technical problems efficiently, minimizing downtime and maximizing user productivity.
* Installed, configured, and maintained hardware peripherals and software applications, ensuring compatibility and optimal performance.
* Diagnosed and resolved network connectivity issues, including Wi-Fi connectivity problems and VPN configuration errors, to ensure seamless access to network resources.
* Collaborated effectively with team members and other IT departments to escalate complex issues, share knowledge, and implement sustainable solutions that improved overall system reliability and user satisfaction.

**Comptia A+ Lab Experience**

* Demonstrated practical application of CompTIA A+ concepts through hands-on experimentation and lab exercises.
* Installed, configured, and troubleshooted various hardware components, including CPUs, RAM, hard drives, and expansion cards, gaining proficiency in hardware compatibility and assembly.
* Installed, configured, and tested various operating systems, including Windows, Linux, and macOS, gaining expertise in software installation, updates, and troubleshooting.
* Implemented virtualization solutions using software like VMware or VirtualBox, creating virtual machines to simulate different operating systems and network environments, and gaining practical experience in virtualization management and configuration.
* Documented lab setups, configurations, and troubleshooting steps, creating detailed lab reports to track progress, reinforce learning, and serve as reference material for future study and review.
* Created and resolved various troubleshooting scenarios, including hardware failures, software conflicts, and network connectivity issues, developing strong problem-solving skills and critical thinking abilities.

**HOME LAB – MS 365 AND AZURE**

* Configured and managed Microsoft 365 services, including Exchange Online, SharePoint Online, OneDrive for Business, and Microsoft Teams, ensuring seamless communication and collaboration.
* Administered user accounts, groups, and licenses within Microsoft 365, implementing best practices for security and compliance.
* Deployed and managed virtual machines (VMs) in Azure, including setting up and configuring various operating systems, applications, and services.
* Configured and managed Azure Active Directory (AAD), including user and group management, directory synchronization with on-premises Active Directory, and single sign-on (SSO) configurations.
* Keen interest in emerging cloud technologies.

**HOME LAB – MICROSOFT AZURE**

* Developed a scalable web application using ASP.NET Core.
* Hands- on experience with ASP.NET Core, Azure App Service, Azure DevOps, ARM templates.
* Created a serverless application for data processing.
* Developed serverless functions to handle background data processing tasks. Integrated with Azure Blob Storage for data input/output and orchestrated workflows using Azure Logic Apps.
* Developed and deployed a containerized microservices application.

**PYTHON PROJECTS**

**1. Alarm Clock Application** Developed a Python-based alarm clock application utilizing object-oriented programming principles. Implemented features such as setting multiple alarms, customizable alarm tones, and a user-friendly interface. Employed libraries such as datetime and tkinter for time management and graphical user interface (GUI) design, respectively.

**2. Calculator Application** Designed and implemented a versatile calculator application in Python, capable of performing basic arithmetic operations as well as advanced functions such as trigonometric calculations and logarithms. Utilized functions and control structures to ensure accurate and efficient computation.

**3. Blackjack Game** Created a text-based implementation of the popular casino game Blackjack using Python. Implemented game logic including card dealing, player actions (hit, stand), and win/loss conditions. Employed object-oriented programming concepts to represent cards, players, and the game itself.

**4. Hangman Game** Developed a classic Hangman game in Python, incorporating features such as word selection, user input validation, and graphical representation of the Hangman drawing. Utilized data structures and algorithms for word storage and retrieval, providing an engaging and interactive gaming experience.

**5. Quiz Game** Built an interactive quiz game application using Python, featuring customizable quizzes with multiple-choice questions. Implemented features such as scoring, question randomization, and user feedback. Utilized file I/O operations for quiz data storage and retrieval.

**6. Tic-Tac-Toe Game** Designed and implemented a command-line version of the Tic-Tac-Toe game in Python, incorporating features such as player input validation, game board representation, and win condition detection. Employed algorithms to determine optimal moves for the computer player in single-player mode.

**Professional Experience**

**Tech Skills Institute**

***IT Support***

* Assisted in network administration tasks such as user account management, network access control, and troubleshooting network connectivity issues.
* Managed help desk tickets using ticketing systems such as ServiceNow or Zendesk, ensuring timely resolution of issues and adherence to service level agreements (SLAs).
* Demonstrated strong customer service skills, maintaining a professional and courteous demeanor while assisting users with their IT needs and ensuring their satisfaction.
* Resolve 20+ trouble tickets per day through efficient triaging of problems.
* Created and Deleted VMs in the Azure Portal for the Cloud Team

**Work Experience**

**Housekeeping Coordinator (Present)**

* Organized and assigned tasks to housekeeping staff, ensuring coverage for all shifts and areas. Supervised team members to maintain high standards of cleanliness and efficiency.
* Managed departmental paperwork, including schedules, reports, and budget tracking. Utilized computerized systems for data entry, record-keeping, and communication.
* Worked closely with other departments, such as front desk, maintenance, and laundry, to ensure seamless operations and guest satisfaction throughout the establishment.
* Provided frontline technical support to end-users, troubleshooting hardware and software issues, and resolving technical problems in a timely manner to minimize downtime and maintain productivity.
* Managed data backup and recovery processes to safeguard critical business data and ensure business continuity in the event of system failures or disasters.

**Education**

**Diploma in IT (AHIC-2021)**

**Advance Diploma in IT (AHIC-2022)**

**Diploma in Leadership and Management**

**Bachelor in IT (CIHE ,2025 completion)**