Sudhir Panta

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Professional Summary

Experienced IT Support Technician with extensive troubleshooting and great interpersonal skills to assist customers with IT issues. Possess great knowledge of computer hardware and software applications. Professional, detail-oriented Support Technician with over 5 years of experience, motivated to drive projects from start to finish as part of a dynamic team.

Work History

Technical Support   Jan 2019 - Present

General Computer Systems (Oakland, CA)

- Breaks fix Laptops, PC's, Mac's, Tablet & Mobile Devices.
- Install & Troubleshoot Windows 7/10 and Mac OS.
- Install & Troubleshoot MS-Office Products.
- Install & Troubleshoot Networks & Printers.
- Basic Active Directory Experience & Office 365.
- Remote support Clients using Team Viewer.
- Provide Support to Walk-in Customer and over Phone.

Technical Support   Sep 2018 – Dec 2018

American Tech (Berkeley, CA)

- Provided technical assistance to customers on inbound telephone tech support calls.
- Used remote access to perform troubleshooting when needed.
- Walked customers through step-by-step process for troubleshooting hardware issues.
- Assisted customers with antivirus program installations and virus removals.
- Used good problem-solving skills for troubleshooting problems.

Production Operator   June 2016 – Nov 2017

First Data (Omaha, NE)

- Oversee Machinery. From calibrating equipment to monitoring gauges.
- Inspect Finished Products.
- Understand Deadlines.
- Report to Leaders.
- Maintain a Safe Environment.
- Train new Employee.

Desktop Support Engineer   Jan 2013 – Feb 2016
          Area Zero Technology (Nepal)
- Responding to client support requests.
- Traveling to the client's location or connecting via remote link.
- Troubleshooting hardware and software issues
- Installing and maintaining hardware and computer peripherals.
- Installing and upgrading operating systems and computer software.
- Troubleshooting networking and connection issues.
- Advising on software or hardware upgrades.
- Providing basic training on computer operation and management.

Education:

Merryland College, Biratnagar, Nepal   Graduated in 2012

Contra Costa community college, CA, USA   Ongoing
          (Computer Science, A.S)

Language

English
Nepali
Hindi