Navaraj Neupane
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Summary:

- Experience as Desktop support and Helpdesk Support specialist.
- Upgrade select Desktop/laptops that reached end of life.
  Windows Migration(Windows7 to Windows10).
- Desktop re imaging -Window 7 Window 10.
- Support of Basic Networking
- Troubleshoot, diagnosed and repaired end user computer hardware and softwareproblems.
- Supported Level-I, type software and application related issues, mostly around desktop.
- Consistently praised for communicating effectively with both technical and nontechnical users. Known for excellent problem-solving skills and patience in dealing with frustrated users.

Experience

Word Wide Tech Services (WWTS),Massachusetts,(Remotely)Los Angeles, CA
Field Support Engineer, Oct 2018 - Present (Full Time)
Client: Quest Diagnostics, Mattel

- Imaging, upgrade windows 7 to windows 10, Parts replacement,troubleshoot, printer, laptop and desktop (Dell)
- Replace defective parts, troubleshoot at printer, laptop and desktop (HP).
- Replace Parts, troubleshoot desktop and laptop (Lenovo)
- Supported end users for computer and Hardware issues
- Support and help end user for setup work station.
- Install, configure, and troubleshoot Windows based operating systems, Internet browsers and adheres to Desktop and End User Computing
- Supported Multiple customers for Hardware, Software and Computer, Printer related issues.

Prosum- Los Angeles, CA   Desktop Support Engineer: Jul 2018 – Oct2018 (Contractor)

- Builds (images) PC hardware for end users including laptops and desktops and deploy new hardware to end-users including backup and transfer of end-user data and files from old PC to replacement PC.
- Diagnose software and hardware errors and compatibility issues to provide post deployment support as needed.
- Install, configure, and troubleshoot Windows based operating systems, Microsoft Office and Internet browsers and adheres to Desktop and End User Computing processes, procedures, policies, and job aids.
- Troubleshoot, diagnosed and repaired end user computer hardware and software   problems.
- Refreshed and upgraded select Desktop/laptops that reached end of life.
- Desktop re imaging -Window 7 Window 10
- General end User Support for network, applications, Hardware support.

- Service ticket system (Service Now)

Desktop Support | Delta IT | Artesia, CA | Mar 2015 – May 2018 (Company closed)

Delta Global IT supports many small to mid-size business around Los Angeles. As a helpdesk support role, my role is to support each customers user for their day to day operation issues.

- End user support for Application related issues, network drives, file servers
- Windows 7 and 10 operating system support
- Windows Migration
- Basic Network connectivity support (Intranet, Network drives and VPN)
- Dell, HP and Lenovo Desktops and Laptops hardware support
- Supported Level-I, type software and application related issues, mostly around desktop
- Backup, and Restore the end user data

Professional Certificate Accomplishments

- CompTIA A+(Active)
- Microsoft Certified Professional (Active)
- Microsoft Certified Solutions Associate (Active)

Dell
- Dell 1000 Client Foundations 2017 (Auth ID: 3236)
- Dell EMC Service Basics 2017 (Auth ID: 3237)
- Dell 1000 Client Q3 Assessment 2017 (Auth ID: 3240)
- Dell 2000 Client 2018 (Auth ID: 3245)
- Dell EMC 1000 Enterprise Foundations 2019:(Auth ID 3258)

HP

- HP Color LaserJet Pro M452, HP Color LaserJet Pro MFP M477, and HP Color LaserJet Pro MFP M377 service and support training
- HP LaserJet MFP Fundamentals
- Imaging and Printing Fundamentals - Color Fundamentals
- Imaging and Printing Fundamentals Master Course, Rev. 11.3
- Replacement System Board DMI Programming
- Service Qualification for Computing Exam
- TPS Color LaserJet Service Qualification (CM1312 MFP, CP202x, Pro CM1410, Pro 300-400 color (M351-M451/MFP M375-M475,Pro 400 Color MFP M377, M476, Pro MFP M452/ M477)

Lenovo

- ThinkPad P51 / ThinkPad P50 Service Training   (RTPW1640)
- Warranty Service Authorization Exam   (RWST016)
- Who is Lenovo ?   (RWSW100)
- Lenovo Service   (RWSW200)
- Lenovo Resources   (RWSW202)
- ThinkPad X1 Tablet 3rd Gen Service Training   (RTPW1840)

Academic Education

Bachelor's Degree in Sociology, Tribhuvan University, 2009 – 2013 , Nepal