**Navaraj Neupane**

14634 Pioneer Blvd Apt 25, Norwalk, CA

Phone: (562) 521 5068 | neauraj171533@outlook.com

**Summary:**

* Experience as Desktop support and Helpdesk Support specialist.
* Upgrade select Desktop/laptops that reached end of life.

Windows Migration (Windows 7 to Windows10).

* Desktop re imaging -Window 7 Window 10.
* Support of Basic Networking
* Troubleshoot, diagnosed and repaired end user computer hardware and software problems.
* 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: Jan 2018 – Oct 2018 (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 – Dec 2017 (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)](javascript:void('certTitle'))
* [Dell EMC Service Basics 2017 (Auth ID: 3237)](javascript:void('certTitle'))
* [Dell 1000 Client Q3 Assessment 2017 (Auth ID: 3240)](javascript:void('certTitle'))
* [Dell 2000 Client 2018 (Auth ID: 3245)](javascript:void('titleLink'))
* [Dell 2000 Printer 2018 (Auth ID: 3250)](javascript:void('certTitle'))

**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)](https://learning.lenovo.com/lms/index.php?r=player&course_id=1744)
* [Warranty Service Authorization Exam (RWST016)](https://learning.lenovo.com/lms/index.php?r=player&course_id=1788)
* 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