**IT Support Analyst (Networking, Active Directory/Exchange and Office365)**

* Administration of office 365, Azure VMs, Active Directory, Exchange servers, File server.
* Experienced help desk providing PC/Laptop support, Network support, Software, Hardware technical support.
* End users support for desktop and laptops (Dell and HP)
* End user support for computer and applications issues.
* Configured and Deployed Skype and Teams Voice over IP Desk Phones (Polycom VVX 600 and AudioCodes 450 IP Phones)
* Proven success working in high-volume, 24x7 technical call centers.
* 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:**

**Heart of Los Angeles, CA (IT Support Specialist) Feb 2018-July 2019**

* Troubleshoot, diagnosed and repaired end user computer hardware and software problems.
* End User Support, Application and PC Hardware
* Deployed office 365 for Email, Skype, Teams, OneDrive
* Deployment of Azure VMs for Domain controller and ADFS Servers
* Hardware (Desktop/Laptop) deployment with Imaging using WDS.
* Skype and Teams deployment for end users with Telephone desk phone.
* Refreshed and upgraded select Desktop/laptops that reached end of life.
* Basic Network support (Routers, DHCP, Firewall, VPN), SonicWALL Routers.

**Delta Global IT**- Los Angeles, CA (IT Consulting Company)

Helpdesk Technician: February 2017 – January 2018

* Supported 25 clients, each client had approx. 1000-2000 users (Law Firm, Schools and small community hospitals)
* Active Directory, Exchange and Skype Management and administration
* End user support:
* Windows 7 and 10 operating system
* Email and Skype support (Outlook and Skype)
* Basic Network connectivity support (Internet, Intranet, Network drivers and VPN)
* Hardware maintenance support (Dell, Lenovo, HP)
* Replacement, Imaging etc.

**Professional Certification:** Microsoft Certified Professional (MCP), CompTIA A+

**Education**: Graduated Bachelor of Business Management (Tribhuvan University, Nepal)