

DIPESH WOSTI

<https://www.linkedin.com/in/dipesh-wosti-09014633a/>
dipeshwosti25@gmail.com
SUNNYVALE, CA 94087
(760) 716-2149

CAREER SUMMARY

IT HelpDesk with prior experience contributing to software projects on behalf of organizations. Adept at collaborating with development teams to deliver high-quality solutions. Career history of working with Java, Spring Boot, Angular, and MySQL to develop and implement software applications.

AREAS OF EXPERTISE

Customer Support | Data Backup | Desktop Support | Documentation Skills | Network Configuration | IT Security | Software Installation | Problem Identification | System Maintenance | Remote Desktop | Software Updates | Ticket Management | User Authentication | Technical Troubleshooting

PROFESSIONAL EXPERIENCE

RADIATE HOSPITALITY

Palo Alto, CA

Customer Help Desk

June 2024 - Present

- Managed high volume of customer inquiries, efficiently handling over 300 requests per month to ensure timely resolution and customer satisfaction.
- Specialized in addressing and resolving complex troubleshooting tickets, consistently delivering effective solutions to minimize downtime and optimize system performance.
- Leveraged expertise in Opera Cloud Software, Admin Dashboard, and Microsoft Office to efficiently manage customer service operations and drive productivity.
- Maintained swift average resolution time of 15-30 minutes for technical support tickets, ensuring prompt issue resolution and enhancing customer satisfaction.

TEKVORTEX PVT. LTD

Kathmandu, Nepal

Associate Software Engineer

June 2020 - Oct. 2023

- Collaborated on software projects and applications that served up to 3 users, ensuring optimal performance and user experience.
- Utilized Software Development Life Cycle methodologies to streamline development processes and deliver high-quality software solutions.
- Resolved over 20 technical issues per month, troubleshooting complex problems and implementing effective solutions to minimize downtime.
- Created comprehensive API documentation and test cases to facilitate smooth integration and ensure software quality.

EDUCATION & TRAINING

YEAR UP UNITED

Online

Completed coursework in IP Addressing, Subnetting, Routing, Configuring OS, Configuring Local Area Network, Troubleshooting, Help Desk Operations.

TECHNICAL SKILLS

Proficient in Calendly, Freshdesk, GoToMeeting, GitLab, Dropbox, GitHub, Confluence, Jira, Notion, Microsoft Office 365, OneDrive, Microsoft Teams, Google Workspace, Monday.com, ServiceNow, Zoom, Slack and Trello.

LICENSES & CERTIFICATIONS

COURSERA - Google IT Support

DATA ANALYST WITH PYTHON - datacamp

May 2022

FREECODECAMP - Data Analysis with Python and SQL

Mar. 2022

UDEMY - Data Analyst with Python

Feb. 2023

LANGUAGES

Fluent in English. Fluent in Hindi. Fluent in Nepali.

ACADEMIC PROJECTS

Completed computer science project for Bachelors in Computer Science and Information Technology, with focus on Face Recognition Attendance System.