ROSHAN SHRESTHA

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ABOUT ME

- My website
- https://www.linkedin.com/in/roshan-shrestha-4256b321b/

PROFESSIONAL SUMMARY

Versatile IT Technician ready to fix faulty hardware, install new assets and support continuous business operations. Adapts to rapidly changing work situations and employee realities. Consistently beneficial to all technical operations and technological procedures.

WORK HISTORY

Crew Trainer, 11/2022 - Current
McDonald's, Mahogany, SE

- Wrote training manuals for new employees according to strict company guidelines and safety protocols.
- Delivered in-depth training to workers in food preparation and customer-facing roles to promote strong team performance.
- Developed and implemented a successful onboarding program.
- Provided coaching and mentoring to employees.

IT Technician, 09/2021 - 11/2022
Startech IT Services

- Provided technical support to end-users for hardware, software, and network-related issues.
- Installed, configured, and maintained desktops, laptops, printers, and peripheral devices.
- Troubleshot and resolved hardware and software problems, both remotely and on-site.
- Managed user accounts, permissions, and access rights.
- Conducted regular system and network maintenance tasks, including updates and patches.

Junior IT Assistant, 05/2018 – 2020
BNB Company Ltd, Nepal

- Installed Windows 7/10 in workstations.
- Walked customers through a step-by-step process for troubleshooting hardware issues.
- Deploy, configure, and upgrade network software like enterprise antivirus or diagnostics programs.
- Provided technical assistance to customers on inbound telephone

SKILLS

- Tracking and Documentation
- Web design using HTML, CSS
- Managing servers like AD, DNS, DHCP, FTP
- Linux
- ServiceNow
- Programming languages like Python, Java, and C++
- TCP/IP, VoIP
- Kali Linux
- Troubleshooting
- Team leader
- Cash Register Systems
- Issue Resolution
- Bug Fixes

LANGUAGES

English
Nepali

tech support calls.

- Assisted customers with antivirus program installations and virus removals.
- Used good problem-solving skills for troubleshooting problems.
- Assisted customers with antivirus program installations and virus removals.

EDUCATION

Diploma, IT-CS, 09/2021 - 04/2023
SAIT - Calgary, AB

- In-depth knowledge of network security
- Familiar with programming languages like Python, Java, and databases like MySQL, MariaDB, etc
- Researched on a Blockchain database.
- Learned about cloud computing.

Hindi

CERTIFICATIONS

Linux LinkedIn

Currently working on Azure fundamentals and CompTIA A+