ROSHAN SHRESTHA

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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. Ready to contribute technical expertise to a dynamic team and drive impactful results in the ever-evolving IT landscape

WORK HISTORY

System Technician, 2023 - Present

Computer Upgrading Specialists Ltd

Service desk analyst - UFA

- Acted as a first point of contact for the users and solve L1 issues.
- Escalate the ticket to correct team and provide better resolution.
- Helped set up printer and basic troubleshooting as well as ITSR.
- Created KB articles according to the needs and keep them up to date.
- Keep an eye on SLA and resolve the incident before it expires.
- Ensure every team member is aware of the latest and new incidents that came throughout the day

Deskside Support – Ovintiv Canada ULC
- Provided technical staff support, helping with computer connectivity issues, software installations, and hardware upgrades.
- Installed and configured office printers, ensuring compatibility with network and local devices across the organization.
- Conducted thorough post-setup quality assurance (QA) tests to verify the proper functionality of network systems, hardware, and software configurations.
- Collaborated with IT and support teams to address any post-setup issues, ensuring quick resolutions and minimal downtime.

ABOUT ME

LinkedIn Roshan

My website

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
- Issue Resolution
- Bug Fixes

LANGUAGES

English
Nepali
Hindi

Service Desk – Canadian Pacific Kansan City
- Assisted in setting up Microsoft Office accounts and troubleshooting application issues, enhancing user support and satisfaction.
- Maintained up-to-date knowledge of industry trends to identify opportunities for continuous improvement of the service desk function
- Monitored service desk performance metrics, identifying opportunities for process improvement initiatives.
- Improved IT service desk efficiency by implementing streamlined ticketing processes and knowledge base updates.
- Conducted regular reviews of service desk processes to identify areas where improvements could be made to serve the end-user's need.

Windows-11 Deployment – Alberta Health Services
- Deployed new computers with tailored software configurations according to end-user requirements, including Windows imaging.
- Managed cables to maintain a neat and organized workspace, reducing clutter and improving efficiency.
- Proficient in safely handling and transporting computer equipment.
- Installed and configured new computers, printers, scanners, and peripherals.

Laptop Deployment – McCarthy Tetrault
- Updated new user and group policy on new laptops for users.
- Imaging the laptop with windows 11.
- Identified and resolved basic hardware and connectivity issues,
- Minimizing end-user downtime and disruption.
- Updated teams and other applications for the users
- Installed printer drivers and set up printers.

Move projects – Long View Systems Plains Midstream
- Participated in change management processes, evaluating, and implementing system changes by guidelines.
- Collaborated with cross-functional teams to plan and execute infrastructure upgrades and expansions, ensuring minimal disruption to business operations.
- Executed the disconnection of computers from networks and peripherals, adhering to stringent shutdown protocols and ensuring the safe removal of cables and connectors to mitigate the risk of damage or data loss.
- Conducted post-deployment testing and provided user support and documentation

CERTIFICATIONS

- AWS Cloud Practitioner
- Python for Beginners by Microsoft
- Intune Fundamentals by Microsoft
- IT Help Desk by LinkedIn
- LinkedIn certificates

Junior IT Assistant, 05/2018 – 2021

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
- Provided technical assistance to customers on inbound telephone tech support
- Assisted customers with antivirus program installations and virus removals

EDUCATION

Diploma, Information Technology -Computer Systems, 09/2021 – 04/2023
SAIT - Calgary, AB

- In-depth knowledge of network security with hands-on engagement with cybersecurity scenarios on Hack the Box.
- Acquired hands-on experience using ServiceNow for IT service management and workflow automation.
- Expertise in setting up and managing servers like DHCP, DNS, and Active Directory for user and group management.
- Developed proficiency in HTML and CSS, creating responsive and visually appealing web designs.
- Conducted in-depth research on Blockchain databases, exploring their potential applications and understanding underlying technologies.
- Experienced working with Python and Java to develop versatile and scalable applications.
- Explored cloud platforms such as AWS, and Azure to understand deployment and scalability in a cloud environment.
- Regularly updated AI and machine learning knowledge