ROSHAN SHRESTHA



Calgary, AB T3M 0H1

4038278378

[imkajiroshan@gmail.com](mailto:imkajiroshan@gmail.com)

.

[LinkedIn Roshan](https://www.linkedin.com/in/roshan-shrestha0/)

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

# 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.

* [AWS Cloud Practitioner](https://www.credly.com/badges/c8639eaf-c597-45e4-b48c-745311eba0b1/linked_in?t=sihioi)
* [Python for Beginners by](https://learn.microsoft.com/en-us/training/achievements/learn.beginner-python.trophy?username=RoshanShrestha-3740&sharingId=B8B31DA45C86B6AF) [Microsoft](https://learn.microsoft.com/en-us/training/achievements/learn.beginner-python.trophy?username=RoshanShrestha-3740&sharingId=B8B31DA45C86B6AF)
* [Intune Fundamentals by](https://github.com/KajiRoshan/Certificate/blob/main/Achievements%20-%20Intune%20Fundamentals.pdf) [Microsoft](https://github.com/KajiRoshan/Certificate/blob/main/Achievements%20-%20Intune%20Fundamentals.pdf)
* [IT Help Desk by](https://www.linkedin.com/learning/certificates/43d6df3360f59350494db08f22a4b2b2e0b49f3b0f292a810edd9a71aa21f4bc?accountId=264700066&u=264700066&success=true&authUUID=KiCRhJMtT%2FaQS4eJqeQeZg%3D%3D) [LinkedIn](https://www.linkedin.com/learning/certificates/43d6df3360f59350494db08f22a4b2b2e0b49f3b0f292a810edd9a71aa21f4bc?accountId=264700066&u=264700066&success=true&authUUID=KiCRhJMtT%2FaQS4eJqeQeZg%3D%3D)
* LinkedIn certificates

## 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

## 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