Saurav Sitoula

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# Professional Summary

Proactive and technically skilled IT support professional with hands-on experience in L1/L2 networking support, CRM systems, and fiber maintenance. Proven ability to resolve complex technical issues, coordinate teams, and enhance customer satisfaction. Seeking to contribute to a dynamic organization by applying my expertise in network troubleshooting and client-focused service delivery.

# Technical & Professional Skills

- L1 & L2 Technical Support  
- Network Troubleshooting (Fiber, Routers, Switches)  
- LAN/WAN Configuration & Diagnostics  
- CRM System Handling & Ticketing  
- Microsoft Office Suite  
- Strong communication in English, Nepali, Hindi  
- Quick decision-making and problem-solving under pressure

# Work Experience

Fiber Supervisor – Classic Tech Pvt. Ltd., Dhulabari Branch (2022 – 2023)  
• Led a team of 4 technicians to maintain seamless fiber connectivity for over 300+ clients.  
• Reduced network downtime by 25% through proactive monitoring and troubleshooting.  
• Ensured timely resolution of client issues and escalated major faults to regional HQ.

Customer Service & Troubleshooter – Fiber World Communication Pvt. Ltd., Damak, Jhapa (2020 – 2022)  
• Resolved 40+ customer tickets weekly using CRM software, improving response time by 35%.  
• Performed basic switch and router configuration and LAN troubleshooting.  
• Maintained excellent customer satisfaction through consistent support.

# Academic Qualifications

- SEE – East Horizon English High School, Dhulabari – GPA: 3.05  
- +2 – Dhulabari High School, Dhulabari – GPA: 2.87  
- Pursuing Bachelor's in Computer Science – Shreeyantra College, TU, Damak

# Training & Certifications

- Basic Computer Course (Word, Excel, PowerPoint)  
- Networking Basics & L2 Support (Switch config, LAN/WAN, fiber maintenance)  
- CRM Handling Techniques (Client query resolution, ticketing systems)

# Languages

Nepali (Native), English (Fluent), Hindi (Fluent)

# Personal Strengths

- Honest, dedicated, and disciplined  
- Result-oriented and hardworking  
- Strong interpersonal and coordination skills

# Declaration

I hereby certify that the above-mentioned information is true and complete to the best of my knowledge and belief.