# Kiran Thapa

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Personal Summary

# Experienced service desk agent, capable of working in pressured fast paced environment. Self-learning to expand my knowledge and skill set. Looking for opportunity in software engineering. Currently self-learning C# with Unity.

# Work Experience

**QinetiQ – Farnborough July 2019 – current**

**Shift Service desk Agent**

Providing first point of contact support to internal and external customers, providing support on all IT-supported software and hardware and mobile communications. Responsible for the management, order and distribution of software, hardware and mobile devices.

Key roles:

Complete daily operations and tasks providing 1st and 2nd line support for both hardware and software on behalf of both QinetiQ’s employees, partners of QinetiQ, and customers of QinetiQ.

Teaching processes and providing support to help desk and new staff members

Logging tickets on Cherwell ITSM tool

Regularly liaise with other members of the team within IT department to resolve customer’s issues

Raising and escalating major incidents

Providing Remote desktop and over the phone assistance

Troubleshooting network, hardware, software, smart devices, desk phones, printers, Conferencing systems

Supporting corporate Smart devices (Android and iOS).

Provisioning corporate iPhones and providing support for smart devices

Supporting windows 7 and 10

Supporting MS office 365

Running PowerShell scripts (for tasks)

Systems used on day-to-day basis: Microsoft server 2012, Active Directory, Okta, outlook, Microsoft office 2010 & 2016, Skype for business, Ivanti Management system, AirWatch, Blackberry works, SAP, Bitlocker and Becrypt disk protection.

First time fixes include: Windows password resets, lockouts, Bitlocker, voicemail, Okta resets, outlook, MS office, SAP system password resets, IE browser certificate issues, Blackberry works, VONE-C (voicemail reset for desk phones).

Documenting resolutions, creating processes and self-help videos for the knowledge base

**QinetiQ – Farnborough June 2017 – July 2019**

**Associate Communications engineer**

Some of the key Tasks includes:

* Managing and Maintaining NERs
* Updating cable schedule
* Managing and resolving issues raised in resolve queue or email
* Liaising with networks, external contractors or colleagues to resolve issues or configure new installs e.g. WAP, analogue, VOIP, CCTV, VC, VOIP phones etc.
* Installing and maintaining CCTV, WAPs, Printers, VOIP phones, VC, AV, conference phones etc.
* Over seeing changes and faults in Datum
* Cable installs CAT5e/Fibre/DTP
* Terminating CAT5 and splicing fibre cables
* Supporting MWE project, installing power and data to desks
* Supporting door access project across FRN site and Lincoln
* Assisting and resolving analogue phone installation and faults
* Transporting IT equipment to multiple sites
* Managing stores updating AMS system
* Supporting internal restricted network (REST)

**Service Co-ordination, IT September 2015 – June 2017**

**Conference Centre Coordinator:**

**Duties:**

* Providing support and maintaining meeting rooms and facilities to high standards
* Liaise with internal and tenants staff
* Booking rooms using internal booking system Falkor
* Promptly answering any enquires regarding conferencing
* Trouble shooting if unexpected equipment failure
* Providing support for large conferences
* Providing support for AV equipment’s
* Providing reports for Tenant bookings weekly
* Using VCO to Assign/disconnect and suspend phone numbers for users
* Adding user to AD and Airwatch
* Posting Phones to QinetiQ Sites
* Requesting new phones/sims from Vodafone
* Provisioning new iPhones
* Using Resolve to monitor, action and resolve issues
* Using Resolve to close tickets
* Answering any software requests
* Adding user to AD
* Provide clear communication and instructions to install
* Carrying out day to day requests Resolve tickets
* Booking in equipment’s coming in and out of stores using AMS
* Dropping and collecting equipment for users etc.

**Royal Caribbean International LTD - Weybridge**

Software Analyst May 2014 – September 2015

Reporting to senior analyst and collaborating closely with other member of the IT team and business. Responding to issues and queries in a timely and accurate manner and resolving issues to the user’s satisfaction supporting over +1,000 users in 13 different international offices.

**Duties:**

* Supporting booking tools and resolving issues raised (Systems include: IBM AS400, PCP pre-cruise planner, Espresso, CruiseMatch)
* Troubleshooting issue in core systems
* Responding quickly to clients enquiries and concerns via phone, email, online messaging or face-to-face
* Investigating and analysing incident ticket and accurately documenting the issue
* Escalating unresolved problems to other support staff and tracking them to a successful conclusion
* Taking ownership of raised issue
* Raising & resolving BMC Remedy Service Management incident tickets
* Providing first level support to clients via Remedy ticketing system
* Producing professional documentation at a high standard for Knowledge base
* HP quality centre/ ALM internal and external testing on projects and evaluating new technology
* Creating and tracking defects created in quality centre
* Attending conference calls and team meetings
* Reporting change management changes to the team ensuring the team are up to date weekly
* Creating SRM requests for user configurations and updating user once the request has been completed

# Academic qualifications

**ITIL (foundation V4) Pass**

**17 Jan 2020**

**ITIL (foundation V3) Pass**

**07 Dec 2017**

**Fluke network CCTT Pass**

Fiber certified Cabling test technician **1 Dec 2017**

**CNCI Pass**

Certified network cable installer **1 Dec 2017**

(Copper & fibre)

Electrical mains compliance **Pass**

**Sep 2017**

CompTIA A+ **Pass**

**2014**

BEng (Hons) Software Engineer **(2:2)**

**University of Westminster 2009 – 2013**

A levels: Graphics design and ICT **Pass**

**Guildford College**  **2006 – 2009**

GCSE: 9 A-C include Maths, English and Science **4 C’s including Maths and English B in Science**

**Royal Alexander and Albert School, Reigate, Surrey 2001 – 2006**

**Interests:**

Video editing (premier pro, Finial cut pro x), Aminations (blender)

**LinkedIn Profile:**

Clean driving licence and car owner.

### Reference – Available on request