

Subash Gurung

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Waling – 1, Syangja, Gandaki, Nepal

PROFESSIONAL SUMMERY

Highly skilled Technical Support Specialist with over 12 years of experience in computer operations, network troubleshooting, and customer service. Adept at managing networks, diagnosing router, switch, and network device issues, and providing technical assistance to corporate, and retail customers. Experienced in office administration, record management, and compliance monitoring, ensuring seamless operations in government and educational sectors. Proficient in Microsoft Office, system troubleshooting, and process improvement with a strong commitment to service quality and efficiency.

WORK EXPERIENCES

Office Assistant Level 4/Assistant Computer Operator

July 2018 to Present (6 years)

Office of Municipal Executive • Waling Municipality, Syangja

- Takes charge of the reception, greets the public, and provides government services and support.
- Manages communications, including handling calls, emails, and letters using CRM system.
- Updates and maintains detailed records of vital events such as births, deaths, marriages, divorces, and migrations, as well as detailed information of social security beneficiaries using the Vital Event Registration and Social Security – Management Information Systems (VERSP-MIS).
- Collect government taxes and revenues using the CRM system called Sub-Treasury Regulatory Application (SuTRA).
- Assists with managing office operations and procedures, including scheduling appointments, coordinating meetings, and maintaining records and files.
- Prepares and distributes documents, reports, and correspondence.
- Operates and maintains computer networks and systems, including setting up hardware and software, resolving technical issues, and carrying out routine maintenance.
- Provides technical support and assistance to users, helping with software and hardware issues and instructing them on how to use computer systems and applications.

Temporary Ward Secretary

May 2019 to January 2020 (9 Months)

3 No. Ward Office • Waling Municipality, Syangja

- Managed and coordinated the administrative functions of the ward office.
- Provided secretarial and administrative support to the ward chairman and ward members.
- Communicated with the public and other government agencies, including answering phone calls and responding to inquiries.
- Assisted with the preparation and management of budgets and financial reports.
- Assisted with the planning and scheduling of government programs and services.
- Performed the roles of both Assistant Level 4 and Assistant Computer Operator.

Senior Computer Operator/Assistant Teacher

June 2014 to June 2017 (3 years)

Shree Bhu. Pu. Sainik English Boarding Higher Secondary School • Waling, Syangja

- Operated and maintained computer systems and networks, including the installation and configuration of hardware and software, troubleshooting technical issues, and performing regular maintenance.
- Managed inventory of computer supplies essential for maintenance.
- Provided technical support to students, assisting with software and hardware problems, and trained them on the use of computer systems and applications.
- Performed administrative tasks, including updating and maintaining staff information, student records, and detailed grades in the Integrated Education Management Information System (IEMIS).
- Evaluated student progress, offering advice and support to help them achieve their learning goals.
- Offered academic and career counseling to students, guiding them in course selection, career planning, and job search strategies.
- Collaborated with faculty members and staff to develop and coordinate program-wide initiatives and activities.

Computer Instructor

January 2012 to December 2012

Promoted to Senior Technical Trainer

January 2013 to May 2014 (2 years 4 month)

Computer Point Nepal (CPN) • Waling Branch, Syangja

- Instructed in Computer Science, Microsoft Office Suite, Adobe Photoshop, Adobe Illustrator, and Computer Hardware and Networking.
- Designed and implemented contemporary lesson plans, curricula, and educational materials.
- Managed administrative duties such as maintaining student records, grading, and utilizing the Student Management System (SMS).
- Oversaw inventory of computer supplies for maintenance purposes.
- Provided technical support to students for both software and hardware issues.
- Evaluated student performance, offering feedback and support to meet learning goals.
- Provided academic and career counseling, advising on course choices, career paths, and job search techniques.

SKILLS

- Expert in Microsoft office skills
- Office management
- Communication (verbal and written)
- Records management
- Customer service
- Technical support
- Computer systems and networks management
- Troubleshooting technical issues
- Process improvement
- Budget management
- Event planning and coordination
- Knowledge management
- Compliance management
- Attention to detail
- Time management
- Teamwork and collaboration

EDUCATION

- **Bachelor of Information Communication Technology Education** 2022 – 2026 (Expected)
Waling Multiple Campus • Waling, Syangja
- **Senior Secondary School** 2012 - 2014
National Institute of Open Schooling (NIOS) • Noida, Uttar Pradesh, India
- **School Leaving Certificate** 1998 - 2010
Shree Bhu. Pu. Sainik English Boarding Higher Secondary School • Waling, Syangja

CERTIFICATIONS

- **Junior CyberSecurity Analyst Career Path** 2025
Cisco
- **Cyber Threat Management** 2025
Cisco
- **Network Defense** 2025
Cisco
- **Endpoint Security** 2025
Cisco
- **Networking Basics** 2025
Cisco
- **Network Devices and Initial Configuration** 2025
Cisco
- **CS50's Introduction to Cybersecurity** 2024
CS50, David J. Malan, Harvard University
- **Introduction to Cybersecurity** 2024
Cisco
- **Learning Data Analytics: 1 Foundations** 2024
LinkedIn
- **ISO 9001:2015 - Quality Management System (QMS)** 2023
Alison
- **The Fundamental of Digital Marketing** 2021
Google Digital Garage

- **Basic of Database (Microsoft Access)** 2018
New ITSA Computer Center
- **Diploma in Computer Application** 2010
ITSA Computer Academy

REFERENCES

<p>Name: Mr. Ganga Lal Subedi Contact No.: +977 63 597000 Email: walingmun@gmail.com info@walingmun.gov.np Post: Chief Executive Officer Organization: Office of Municipal Executive Waling Municipality, Gandaki, Nepal Address: Waling – 8, Syangja, Gandaki, Nepal</p>	<p>Address: Waling – 8, Syangja, Gandaki, Nepal</p>
<p>Name: Mr. Chetan Prasad Aryal Contact No.: +977 63 590017 Email: chetan.aryal20@gmail.com Post: Official Level Sixth Organization: Office of Municipal Executive Waling Municipality Address: Waling – 8, Syangja, Gandaki, Nepal</p>	<p>Name: Mr. Praveen Shrestha Contact No.: +97 1567844123 Email: praveenshrestha@gmail.com Post: Former Manager Organization: Computer Point Nepal, Waling Branch Address: Waling – 8, Syangja, Gandaki, Nepal</p>
<p>Name: Mr. Lal Chandra Poudel Contact No.: +977 9846412380 Email: ward3.wallingmun@gmail.com Post: Former Assistant Level 5 Organization: 3 No. Ward Office, Waling Municipality Address: Waling – 3, Syangja, Gandaki, Nepal</p>	
<p>Name: Mrs. Somu Rana Contact No.: +977 63 441233 Email: bhupusainikschoolwaling@gmail.com Post: Principal Organization: Shree Bhu. Pu. Sainik English Boarding School Address: Waling – 8, Syangja, Gandaki, Nepal</p>	
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