

Spandan Shrestha

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Summary

Information Systems professional with hands-on experience in hardware repair, workstation imaging, and Windows 10/11 troubleshooting. Proven ability to support end-users, maintain POS systems, and manage IT equipment in high-pressure environments. Strong communicator with a commitment to public service and advancing IT operations.

Education

Strayer University | Washington, DC

Master's Degree in Information Systems | 05/2025

- Graduated cum laude—3.6+ GPA
- Prominent coursework: IT Infrastructure & Systems Administration, Database Management & Information Systems, Advanced Computer Architecture

Shepherd University | Shepherdstown, WV

Bachelor's Degree in Computer Science | 12/2022

- Dean's List
- Member of Tau Sigma National Honor Society
- Prominent courseworks: Computer Hardware & Maintenance, Operating Systems & Windows Administration, Networking Fundamentals

Certificates

Student Success Mentor Training, Google Technical Support Fundamentals

Experience

Sakura Japanese Steakhouse | Fairfax, VA

ABC Manager | 09/2022 - Present

- Delivered efficient service in a high-paced environment, showcasing clear verbal communication skills essential for deskside support.
- Managed POS systems and balanced cash transactions, demonstrating attention to detail and hardware setup familiarity through daily equipment use.

Unreal Engine | Shepherdstown, WV

Game Developer | 08/2022 - 12/2022

- Developed and optimized an open-world game using Unreal Engine 5, requiring troubleshooting and hardware performance adjustments.
- Applied Python scripting and debugging to resolve system and logic errors.
- Collaborated in a team using digital tools, mirroring IT support workflows and project collaboration.

HOPE Foundation | Virtual

Graphic Design Intern | 06/2020 - 08/2020

- Designed merchandise and managed digital files using Adobe Creative Suite.
- Operated printers and scanners, ensuring correct peripheral device functionality.
- Collaborated remotely using Slack, enhancing technical and communication skills.

Skills

Data Analysis Skills, Microsoft Office, Hardware Setup, Technical Support, Workstation Imaging & Deployment, Computer Maintenance & Repair, Windows Troubleshooting