

# Khagendra Dhungel

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## OBJECTIVE

Information Technology student with a strong foundation in Software Development and versatile skill set. Recently completed the Google IT Support Professional Certificate – an eight-month intensive IT support program that covers troubleshooting, customer service, networking, operating systems, system administration and security, and includes evaluative hands-on assessments. Seeking opportunities to apply in technical expertise.

## EDUCATION

### University of Cincinnati

August 2022 – May 2027

- Bachelor of Science: School of Information Technology (IT)
- Dual track Major of Software Application Development and Networking
- Awards: Dean Lists | GPA: 4.0 | Fall 2022, Spring 2023, Fall 2023

### Colerain High School

August 2017 – May 2021

- High School Diploma | Graduated with Cum Laude | WGPA: 4.184

### Butler Tech Information Technology

August 2020 – May 2021

- Two-year course that focuses on Programming and Web Design | WGPA: 4.0

## PROFESSIONAL EXPERIENCE

### US Armed Forces Ohio National Guard

December 2020 – Current

- Successfully completed Basic Combat Training and Advanced Individual Training
- Showed ability to work effectively in a team environment and follow orders regularly
- Accomplished strong leadership and problem-solving skills while doing land navigation
- Showcased ability to adapt to and operate in austere and challenging environments effectively

### Walmart Supercenter | Customer Service Employee

May 2020 – December 2020

- Showed strong customer service skills with customers resolving their concerns in a timely and effective manner
- Demonstrated excellent multitasking and prioritization skills in a fast-paced retail environment
- Improved ability to learn quickly and take on new responsibilities as needed
- Proficient in using point of sale system and other technology to process transactions and manage inventory

## QUALIFICATIONS / SKILLS

- Google IT Support Professional Certificate
- Google IT Automation with Python Certificate
- LinkedIn Learning Certificate on Python - Certificate from LinkedIn, Online
- Knowledgeable in Programming Language - JavaScript, HTML, CSS, JAVA, and Python
- Advance Proficiency in Adobe Photoshop, Microsoft 365, Microsoft SQL Server
- Strong understanding in Network Security and System Administration
- Experience with working on systems like Windows, Linux, macOS, and Mobile Devices
- High level of self-initiative, communication, and leadership skills