Ashish Shrestha

Desktop Support Technician

19 Curzon Crescent, Guelph, Ontario, Canada

(437) 933-2668 | ashish.shrestha1196@gmail.com

LinkedIn: Linkedin.com/in/ashrestha1196

GitHub: github.com/ashishshrestha1196

Portfolio: ashishshrestha.com

SUMMARY

A skilled Desktop Support Technician with 3 years of experience supporting hybrid cloud environments and end users with hardware and software issues.

CORE COMPETENCIES

- End-User Technical Support
- Windows 10/11 & Microsoft 365 Administration
- Active Directory & Access Management
- LAN/WAN/VPN Troubleshooting
- Hardware Installation & Imaging
- Cybersecurity & Patch Management
- IT Asset Management
- Network and System Documentation
- Vendor Coordination & Issue Escalation

EDUCATION

Postgraduate Applied Network infrastructure and system administration

Conestoga College | Kitchener, Ontario

Courses: Hardware & Software Solutions, ITILv4, Networking Routers and Switches, Linux Server, Exchange Server, Wireless Technology, Windows Server, VMware, Hyper -V.

Bachelors in Information Communication Technology

Asia E University | Selangor, Malaysia

Courses: Computer Forensics, Advanced Programming in Java, Project Proposal, Academic Writing, WAN Technologies, Internet Security, Information Systems analysis and Design, Knowledge Management, ICT project management.

PROFESSIONAL EXPERIENCE

System Support Specialist | CAS Trading House Pvt. Ltd. | Kathmandu, Nepal – April 2018 – November 2023

- Delivered end-to-end IT support for enterprise clients across banking, government, and corporate sectors.
- Installed, configured, and maintained HP 3PAR storage systems, ensuring reliability and performance.
- Supported the deployment and operation of enterprise software solutions, including CA ITSM, Commvault, Video KYC, Patch Management, and Silverlake MASTERSAM.
- Managed troubleshooting of hardware, network, and application issues for local and remote users.
- Collaborated with cross-functional teams to meet SLAs, reduce downtime, and improve service quality.
- Documented incidents, resolutions, and system changes using internal ticketing and knowledge base tools.
- Supported users with communication tools such as Microsoft teams and Zoom.

TECHNICAL SKILLS

Operating Systems: Windows 10/11, Windows Server, Linux
Tools & Platforms: Microsoft 365, Active Directory, Intune, Azure AD, Commvault, Exchange
Networking: TCP/IP, DNS, DHCP, VPN, LAN/WAN, Wi-Fi
Security: Endpoint Protection, Patch Management, User Access Control, IT Asset management
Ticketing Systems: Jira, ServiceNow

CERTIFICATIONS

CompTIA A + | Microsoft 365: Administration | Microsoft AZ 900