



Bhuwan Khanal

Nationality: Nepalese **Date of birth:** 12/09/1998 **Gender:** Male

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ABOUT MYSELF

I am a proactive and resourceful IT Support Officer with a strong background in diagnosing and resolving technical issues, maintaining IT infrastructure, and delivering exceptional user support. With solid experience in hardware and software troubleshooting, network maintenance, and user training, I excel at ensuring systems run smoothly and securely. My excellent communication skills allow me to assist non-technical users effectively, while my keen attention to detail helps prevent recurring problems. I am passionate about staying updated with the latest technology trends and eager to contribute to a forward-thinking organization.

WORK EXPERIENCE

Konnnect Solutions Pvt. Ltd. – Attariya, Nepal

City: Attariya | Country: Nepal

L1 Support

[19/12/2023 – 27/05/2025]

- Monitoring and managing network performance to ensure optimal operation.
- Responding to and resolving customer support requests via phone, email, and ticketing systems.
- Assisting users with connectivity issues, hardware malfunctions, and software troubleshooting.
- Documenting incidents and maintaining accurate records in our helpdesk system.
- Collaborating with the Level 2 support team to escalate unresolved issues promptly.

EDUCATION AND TRAINING

School Leaving Certificate

J.K. English Secondary School [2014]

City: Attariya | Country: Nepal | Field(s) of study: SLC | Final grade: 57.75%

Higher Secondary Education Board

Durga Laxmi Secondary School [2014 – 2016]

City: Attariya | Country: Nepal | Field(s) of study: Management | Final grade: 51.5%

Bachelor of Computer Application

Lumbini Engineering, Management and Science College [2016 – 2021]

Address: Bhalwari, Rupandehi, Butwal (Nepal) | Website: <https://lumbini.edu.np/> | Field(s) of study: science and technology | Final grade: 2.73 CGPA

LANGUAGE SKILLS

Mother tongue(s): Nepali
Other language(s): English | Hindi

SKILLS

- Network Configuration & Maintenance / Technical Support & Troubleshooting
- Customer Support & Issue Resolution / Strong Communication & Interpersonal Skills
- Hardware & Software Installation / Problem-Solving & Analytical Thinking
- Helpdesk & Ticketing Tools / Technical Documentation

DRIVING LICENCE

Driving Licence: A
Driving Licence: B