

## PERSONAL DETAILS



Name	:Hemchuri Bises
Palce and Date of Birth	:Nepal,July19,1996
Sex	:Male
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## Education Background

2013 New Horizon Higher School,Nepal

Graduated Higher Secondary Education Board

2021 Tribhuvan University,Nepal

Graduated with a Bachelor's degree in Business Studies

2024 Yu Language Academy Japanese language school,Hokkaido,Japan

Completed Japanese language course

2026 Chiba Mode Business Vocational School,Chiba,Japan

Expected to complete in April 2026

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## Skills

- Microsoft Office 365,OneDrive, SharePoint
- PC hardware and software troubleshooting
- Windows OS and Apple iOS support
- Intune for MDM management
- Networking (TCP/IP, DNS, DHCP)
- Printer troubleshooting and support
- IT inventory Management
- Backup for previous database,important files
- Java
- CSS, HTML
- Logical problem solver
- Financial Management
- Marketing and sales strategies
- Time management

## Certificates

- TOEIC SCORE: 700
- Japanese Language Proficiency Test(JLPT):N3
- Basic Business Etiquette 社会人常識マナー

## Experience

### Short-term Internship at Vision Bridge(Tokyo,Shinjuku)

2024/03/03 to 2024/03/11

- Web page design
- Project done using of javaScript
- Working on the project with teams
- Fulfilling the required demand of the customers
- Understanding of Working environment in Japan
- Business Manners (ビジネスマナー)
- Understanding the situation and quick decision making (空気を読む - *kuuki o yomu*)

### Pooja Computer (Tansen Palpa Nepal)

(2017/01/03 To 2020/12/29)

Installation of Windows OS,drivers,troubleshooting and setup  
Network maintenance and troubleshooting  
Printer maintenance,troubleshooting  
Hardware maintenance,replace and troubleshooting  
Setting up routers,switches,and Wi-Fi configuration  
Backup of previous database,important files  
Identifying,troubleshooting and resolving the IT issues of the customers  
Monitoring performance of PC,printers and phones  
Providing deskside and remote technical assistance

### Customer Service & Business Skills

- Understanding customer needs and explaining tech in simple terms
- Recommending necessary IT products for business demands(laptops, peripherals, accessories)
- Balancing urgent repairs, walk-ins, and maintaining SLAs without breach
- Offering solutions within the budget and recommendation
- Inventory Management