

PERSONAL DETAILS

Name : HEMCHURI BISES
Date of Birth : 19th July 1996
Sex : Male
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Education Background

2017/04/14 New Horizon Awasiya Secondary School, Nepal
Completed Higher Secondary Education Board

2021/04/31 Tribhuvan University, Nepal
Completed Bachelor on Business Studies

2024/03/15 Yu Language Academy Japanese Language School, Hokkaido, Japan
Completed Japanese language course

2026/03/10 Chiba Mode Business Vocational School, Chiba, Japan
Expected to complete in April 2026

Skills

- Microsoft Office 365, One drive, 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 of previous database, important files
- Java
- CSS, HTML
- Logical problem solver
- Financial Management
- Marketing & Sales Strategies
- Time management

Certificates

- TOEIC SCORE 700
- Japanese 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 Java script, python
- Working on the project with teams
- Fulfilling the required demand of the customers
- Understanding of Work environment in Japan
- Dealing with the customers
- 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 Computers (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 and setup

Hardware maintenance, replace and troubleshooting

Setting up routers, switches, and Wi-Fi configurations

Backup of previous database, important files

Identifying, troubleshooting and resolving the IT issues of the customers

Monitoring performance of PC, printers and phones

Providing desktide 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)
- Supporting urgent repairs, walk-ins, and maintaining SLAs without breach
- Offering solutions within the budget and recommendations
- Inventory Management