[**Bishal KARKI**](#_Summary)

[**LinkedIn**](https://www.linkedin.com/in/bishalk21/) **|** [**GitHub**](https://github.com/bishalk21) **|** [**Email**](mailto:karkibishal00@gmail.com?subject=Regarding) **|** [**WhatsApp**](https://wa.me/61433982572) **| +61433982572**

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| **Summary** I am passionate about technology, innovation, and big challenging tasks on my to-do list, looking to start a career in the IT Software field. I am currently seeking to obtain a position that will enable me to use my strong organizational skills, educational background, and ability to work well with people. Through university projects, I have developed my ability to learn new technologies quickly and solve technical problems efficiently. I hope to play a valuable role in carrying out all assigned tasks. I so love in solving problems, and that's when I moved to programming- developing projects, solving more problems, competitive programming and learning more about it.**College Lab Experience****IT HELP DESK SUPPORT ROLE** **Crown Institute of Higher Education** **DEC 2020 – PRESENT**  * Highly experienced working on ticketing system; Jira: ITSM ticketing system to record and maintain issues in a timely manner and within the Service Level Agreement (SLA). Provide it hardware, software, and networking level 3 support to end users. * Provide support for Office 365 - outlook, PowerPoint, word, OneNote, and SharePoint online. Install and configure mail accounts and troubleshoot pst and ost issue. * Manage day-to-day administration functions utilizing active directory to facilitate password resets, establish email accounts, address log-in issues, manage group access. * Deploy software with sccm (MECM) & LANDesk on the workstation, laptop, and Microsoft Surface. * Connect machines with network printers and troubleshoot issues related to printer. * Troubleshoot network issues using ping, nslookup, arp, netstat, ipconfig, tracert, cmds etc. * Worked with mobile device management (Intune) by organizing company owned and client owned devices. | **Personal Attributes**  * **Problem solving:** Able to identify problems, make right decisions and find productive ways to deal with the issues while working. * **Communication and interpersonal:** Able to communicate and work in diverse environment with people from different backgrounds through weekly group reports and assessments, which includes daily meetings and creating minutes. * **Teamwork:** Know how to work with others in an empathetic, efficient, and responsible manner during conversations, projects, meetings, or other collaborations. * **Leadership:** Able to lead and deliver projects, encourage initiatives, build a sense of common purpose, and empower others. * **Language:** English and Nepali.  **Technical Skills**  * **Remote Monitoring Tools:** Solar Winds N Central, TeamViewer, Remote PC * **IT Ticketing System:** Jira * **Antivirus and E-mail Security:** TrendMicro, McAfee * **Programming Languages:** PowerShellscripting, JavaScript * **Platform:** Microsoft Exchange/Office 365/Microsoft Active Directory, SCCM (MECM), Microsoft Azure * **Backup Software**: Veeam Backup for Office 365, Veeam Backup and replication * **Server Management**: Azure Active Directory, Microsoft Active Directory * **Operating System:** Windows, Android, Apple, Mac * **Mobile Device Management:** Cisco Meraki and Microsoft Endpoint Manager/Intune * **Networking:** LANs / WANs /, TCP / IP, VoIP, DNS, Wireless /VPN, Cisco Umbrella * **Servers**: File Server, Print Server, Application Server, DNS Server, Virtual Server, Microsoft Exchange Server, Monitoring and Management Server, Cloud Server * **Phone Server**: 3CX * **Hardware:** Routers, Switch, Server * **Virtual Desktop infrastructure:** Terminal server * **Communication Systems:** Microsoft Teams, VOIP (3CX) |
| **Academic Qualifications** **Bachelor of Information Technology**  ***Crown Institute of Business and Technology, North Sydney 2060***  ***JAN 2019 – FEB 2023***   * Cloud, Networking, Programming, Software Engineering and Cyber Security  **Certifications**  * **Web Development Boot Camp (UDEMY)**  **Reference**   * Available upon request. | | |