

Sandeep Dangol

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PROFESSIONAL SUMMARY

IT Support and Software Professional with hands-on experience supporting Windows, macOS, and Linux environments across hardware, software, and networked systems. Strong background in troubleshooting, end-user support, system configuration, and documentation, with a proven ability to explain technical concepts clearly to non-technical users. Experienced working independently and within teams, managing support requests, installations, and system updates while maintaining high service standards. Motivated to contribute to a purpose-driven organisation supporting diverse communities.

SKILLS

Operating Systems: Windows, macOS (OSX), Linux, Android, IOS

Hardware & End User Support: Desktop and laptop setup, Peripheral devices, printers, scanners, Troubleshooting hardware and software issues

Work Practices: Helpdesk support, Technical documentation, User training and onboarding support, Incident resolution and vendor coordination

Applications & Tools: Microsoft Office Suite (Word, Excel, Outlook, PowerPoint), Google Workspace, Remote support tools and email-based helpdesk systems

Networking & Systems: TCP/IP, DHCP, Basic network configuration and system updates

Languages: TypeScript, JavaScript (ES6+), HTML, CSS, C#

Frameworks & Libraries: React, Next.js, Zustand, Redux, Express

Tools & Platforms: Git, RESTful APIs, CI/CD, TanStack, SEO, CMS, Docker

Testing & Methodology: Jest, Agile/Scrum, Code Reviews, Automated API Testing (Postman)

PROFESSIONAL EXPERIENCE

EKBANA SOLUTIONS PTE. LTD

IT Support and Frontend Web Developer

AUG 2021-Aug 2025

- Provided day-to-day technical support for internal staff across Windows and macOS environments, resolving hardware, software, and application issues via direct, remote, and ticket-based support.
- Installed, configured, tested, and maintained laptops, desktops, development tools, and software applications.
- Supported users with Microsoft Office applications and internal tools, improving user efficiency.
- Assisted with system configuration, updates, and troubleshooting related to network connectivity and performance issues.
- Maintained technical documentation and internal setup guides to improve response times.
- Collaborated with external vendors and internal technical teams to resolve escalated issues.
- Participated in software rollouts and onboarding setup for new staff.

Web Developer Intern

JUNE 2021 - AUG 2021

- Assisted with system setup and software installation for development environments.
- Provided basic technical support to team members resolving local setup issues.
- Supported documentation and version control processes to improve onboarding efficiency.

EDUCATION

IIMS (UCSI UNIVERSITY)

Bachelor of Science (Hons) Computing (Computer Science), 3.44 GPA

1/Sep/2019 - 18/July/2023

ACHIEVEMENTS & CERTIFICATIONS

Dean's List – UCSI University (2019)

IELTS (7.5 overall)