

# Gaurab Lamichhane

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## PROFESSIONAL SUMMARY:

Entry-level IT Support & IT Operations professional with a BSc (Hons) in Computing and hands-on experience supporting end users, systems, and applications across Windows and macOS environments. Experienced in basic system setup, configuring and maintaining devices, troubleshooting hardware and software issues, and delivering clear, customer-focused technical support. Possess a solid understanding of networking fundamentals, including DNS, TCP/IP, and common web protocols. Background includes ICT lab support, user access administration, and providing technical assistance in academic and project-based environments. Seeking an entry-level IT Support, Help Desk, or IT Operations role.

## PROFESSIONAL EXPERIENCE:

### Computer Science Teacher / ICT Support

Government School, Nepal | August 2025 – January 2026

- Provided first-line IT support for computers, software, and ICT lab systems, ensuring daily classroom and lab operations ran smoothly
- Troubleshoot Windows OS and hardware faults, and basic network connectivity.
- Assisted with device setup, user accounts, and access permissions while delivering clear, user-friendly technical guidance to non-technical users

### Web Development Intern (IT / Application Support Focus)

Xdezo Technology | September 2024 – March 2025

- Diagnosed and resolved web application, user access, and authentication issues reported by users and internal team members
- Configured and supported development environments on Windows and macOS
- Documented technical fixes, followed structured workflows, and collaborated with team members using Git/GitHub

### Graphic Designer Intern

Mero Creation | Jun 2024 – Jan 2025

- Assisted team members with software setup, file management, and basic technical issues
- Supported daily operations using digital tools and followed structured workflows
- Communicated technical requirements clearly to clients and internal teams

## ACADEMIC PROJECTS:

### Ganga Cosmetics – Multi-Vendor E-commerce Platform (Final Year Project)

- Designed and implemented a multi-user system with admin, vendor, and customer access
- Configured system settings, tested functionality, and resolved application issues
- Improved usability and reliability through testing and issue resolution

### ShopSphere – Single Vendor E-commerce Website

Laravel, HTML, CSS, MySQL, JavaScript

- Built and configured a web-based system with user accounts, roles, and access control
- Set up, tested, and maintained system features; identified and fixed bugs
- Managed data records and performed routine checks to ensure system stability

## CERTIFICATIONS:

- Networking Fundamentals – LinkedIn Learning | 2024
- CompTIA A+ (Core 1 – 220-1201 Cert Prep) | 2026
- AWS Cloud Foundations – AWS Academy | 2024
- Git and GitHub – LinkedIn Learning | 2024
- Networking Fundamentals – LinkedIn Learning | 2024
- Getting Started with Microsoft Azure – LinkedIn Learning | 2026

## SKILLS:

### Technical:

- Windows, macOS, and basic Linux – installation, configuration, and support
- Device setup and cross-platform system support
- Basic networking – LAN/WAN, TCP/IP, DNS, DHCP
- Web/application support and system configuration
- Git, Trello, Zoom, Ticketing tools
- Microsoft 365 & Azure fundamentals
- Firewall & basic IT security awareness

### Professional:

- Clear communication with technical & non-technical users
- Customer-focused problem solving
- Team collaboration, task prioritization, time management
- Documentation and basic reporting
- Problem-solving & analytical abilities

## EDUCATION:

- Bachelor of Science (Honours) in Computing
- London Metropolitan University (Delivered at Informatics College, Pokhara)
- February 2023 - 2025

## LANGUAGE:

- Nepali (native),
- English (fluent),
- Hindi (fluent)