

Himani Poudel

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The logo consists of the letters 'HP' in a white, bold, sans-serif font, centered within a solid maroon square.

Summary

A diligent computer science major who exemplifies advanced critical thinking skills by maintaining an open mind. Conveys a friendly and approachable nature across all environments. Demonstrates the ability to work well under pressure. Skilled in NodeJs, MySql, Python, Java, jQuery, and Javascript.

Experience

Helpdesk Assistant

University of Louisiana at Monroe (Monroe, LA)

2019-present

Accomplishments

- Image computers, set up devices into the network, resolve any technical issues
- Work in team to troubleshoot any major computer issues and solve it.
- Receive calls and make phone calls in a jubilant manner to customers and troubleshoot their issues through phone calls.
- Follow up with customers to ensure issue has been resolved

Library Assistant

University of Louisiana at Monroe (Monroe, LA)

2019-2019

Accomplishments

- Troubleshoot the printers, change the toners, fix the paper jams in the printers
- Help students with any login problems in the library.

Front Desk Assistant (International Students Office)

University of Louisiana at Monroe (Monroe, LA)

2018-2019

Accomplishments

- Receive the phone calls and help students or faculty with their issues.
- File the documents
- Help students with their issues regarding I20s, travel documents, application process for the university.

Education

University of Louisiana at Monroe

Monroe, LA

Bachelor's in science, Computer Science

2017-2021

Skills

- Android Application Development
- Web content development
- Verbal and Written Communication
- Customer Service