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| summary To work in reputed company in different field of industry and learn new skills. To excel more in rendering services to the customer. To be highly professional, to be more customer oriented and maintain the success of company as well and good interpersonal communications. Hardworking, compassionate and willing to go the extra step to complete any task. Contact PHONE:  0416 416 676  Address:  18 Hewitt place,minto,NSW,2566  EMAIL:  [nirajtimila@gmail.com](mailto:nirajtimila@gmail.com)  contact@nirajtimila.com.np Hobbies Reading books and novels  Talking with people  Travelling to new places  Playing football and cricket  Web development and codding  **Skills and abilities :** |  | Niraj timila  **EDUCATION:** Capital HS school, koteshwor, Kathmandu, Nepal 2012-2014  72.5%  High school Texas College of management and IT (affiliated to Lincoln University College 2014-2019  3.7 out of 4.0  Bachelor in business administration  **Central Queensland university, Australia**  2019-2021  5.412 / 6.00  Master in information technology WORK EXPERIENCEXclusive group (Sydney, Australia)Nov 2018 – May 2021Role: Consultant and support  * respond to requests for technical assistance in person, via phone, chat or email * follow up with customers and users to ensure complete resolution of issues * track and route problems and requests and document resolutions * attend daily and weekly meetings  Bikalsoft Technology (Kathmandu, Nepal) Feb 2017- dec 2017  Role: Web developer   * Meet with clients to discuss their website design and requirements * Create and test apps for the website, also create a prototype website using figma to demonstrate it to client. * Work with designers, such as graphic designers, to determine the site’s layout * Quality-test and troubleshoot the website and/or its applications in various browsers  Bikalsoft Technology (Kathmandu, Nepal) Jan 2016 – feb 2017  Role: IT support  **Duties and responsibilities:**   * Diagnose, troubleshoot and resolve desktop, hardware and software related issues * create, edit and maintain user accounts, mailboxes, mail contacts, distribution groups, organizational units, and access permissions. * Set up global and local video conferencing, and audio dial-ins for end-users and clients. * Monitoring and maintaining computer systems and networks   **Janaki technology**  **Roles: Application support analyst (part time)**  April 2016 – march 2017  **Duties and responsibilities:**   * Troubleshot and resolved application issues escalated from end users. * Participated in daily, weekly, and bi-monthly status meetings. * Worked with development team to assess issues and test for solutions * Integrated application software and hardware configuration changes.  NCELL (Kathmandu, Nepal) Aug 2013- Oct 2015  Role: Customer support and IT support  **Duties and responsibilities:**   * Keeping records of customer interactions, processing customer accounts and filing documents * Managing large amounts of incoming calls and email enquiries, Answering detailed product and service questions * Handling complaints, providing appropriate solutions and alternatives, Compiling reports on overall customer satisfaction * Set up global and local video conferencing, meeting and audio dial-ins for end-users and clients. |