PRABIN ACHARYA

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IT Support Technician | Microsoft 365 & Cloud Support | AV Technician

Client-focused IT Support Specialist with 2+ years of experience in end-user support, system administration, and infrastructure maintenance across educational and corporate environments. Skilled in Microsoft 365, Active Directory, VMware, and endpoint management tools. Proven ability to troubleshoot hardware/software issues, configure networks (LAN/WAN/VPN), and manage AV systems. Experienced with ServiceNow and ITIL processes for efficient ticket resolution. Enjoy breaking complex problems into simpler and accessible solutions.

WORK EXPERIENCE

Seneca Polytechnic   North York, ON
IT Support Technician   Apr 2024 – Dec 2024
- Delivered Tier 1 and Tier 2 hardware and software support to 30+ faculty members weekly, ensuring SLA compliance and prompt issue resolution.
- Managed AV systems (Crestron, projectors, displays) across campuses, maintaining 100% uptime for uninterrupted classroom operations.
- Reimaged and deployed classroom PCs, migrated workstations, and documented installations to minimize downtime and maintain system accuracy.
- Delivered critical on-site IT support across 4 Seneca campuses, resolving urgent endpoint issues and maintaining SLA compliance under tight deadlines.
- Troubleshoot VPN (Palo Alto) and LAN/WAN issues, achieving 99% infrastructure up time.

Seneca Polytechnic   North York, ON
IT Service Desk Representative | Technical Support Co-op   Dec 2023 – Apr 2024
- Managed user accounts in Active Directory and Azure AD, including MFA credential resets, ensuring secure access for students and faculty.
- Resolved 250+ equipment-related requests monthly with a 90% first-call resolution rate, improving user satisfaction.
- Handled 100+ weekly incident requests using Salesforce CRM and Five9, adhering to ITIL workflows for escalation and SLA tracking.
- Escalated unresolved technical issues (10% of total) to Tier II support with detailed context for effective follow-up and resolution.
- Onboarded and offboarded student/faculty devices through WebCheckout, maintaining accurate inventory and asset records.

World Link Communications   KTM, Nepal
Technical Support Representative   Jan 2021 – Dec 2021
- Provided first-line support to ISP customers, resolving 90% of router and connectivity issues during initial contact.
- Guided users through advanced router configurations and network setups, reducing repeat service calls by 15%.
- Diagnosed and improved network performance for 200+ users monthly, increasing internet speed and reliability.
- Delivered clear technical guidance to non-technical users, achieving a 95% customer satisfaction score.

EDUCATION

Associate's Degree in Computer Systems Technician   Seneca Polytechnic
Listed on President's Honors List (4.0/4.0 GPA)   **CGPA: 3.9/4.0**

TECHNICAL SKILLS

Operating Systems: Windows OS (Pro in Windows 10/11), macOS, Linux, iOS, Android   **Cloud Services**: Azure, AWS
DBMS: SQL, NoSQL, MariaDB   **Directory Services**: ADDS, Azure AD or Microsoft Entra ID
Ticketing & VoIP Systems: Salesforce, Five9   **ITSM and Remote Support Tools**: ServiceNow, TeamViewer, Any Desk
Virtualization: Hyper-V, VMware Workstation, Oracle VirtualBox   **Scripting & Automation**: Python, Shell Scripting, Linux & Bash
Networking: LAN, WAN, VLAN, DNS, DHCP, HTTP/HTTPS Switching/Routing, TCP/IP, IP Addressing, 802.11 (Wi-Fi) configuration, OSPF

PROJECT

Azure Multi-Region Web Deployment – Deployed a fault-tolerant website across two Azure regions using Traffic Manager, availability sets, and Load balancing.
Roundcube Mail Server on AWS – Configured a secure webmail server on EC2 with Apache, MySQL, and SMTP over HTTPS, showcasing end-to-end cloud and server configuration skills.

CERTIFICATIONS: CompTIA A+, Google IT Support (On progress: CCNA, AZ104)

REFERENCE: References available upon request.