

Ashish Kusamya Chaudhary

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Summary

A motivated IT student with certifications in CCNA and Cyber Security Essentials. Experienced as a Technical Assistant at Subisu Cablenet Ltd, where I gained hands-on knowledge in network monitoring, troubleshooting, and issue resolution. Passionate about cybersecurity, with a focus on network security and threat prevention, and eager to apply my skills in real-world scenarios while further developing my expertise.

I have capabilities to handle manifold tasks in pressured surroundings. Also, ability to work effectively despite time and constraints and pressure.

EXPERIENCE

Technical Support Assistant

Subisu Cablenet Limited | Baluwatar

2079/02/15 – Present

- Provide first-level support to customers experiencing internet connectivity issues, router configuration problems, and other related concerns.
- Diagnose and resolve technical issues ensuring minimal downtime for customers, and guided customers to ensure optimal network performance and customer satisfaction.
- Monitoring links, traffics and devices logs.
- Maintain accurate records of customer interactions, troubleshooting steps, and resolutions in our ticketing system, ensuring comprehensive documentation for future reference.

EDUCATION

Amrit Campus (ASCOL), Thamel, Kathmandu

Bachelor in Information Technology (BIT)

2022-2026

Golden Gate International Secondary School

Battisputali, Kathmandu—(+2)

GPA: 3.15

2021 | Science

Light Academy Secondary English Boarding

School, Rajapur, Bardiya—(SEE)

GPA: 3.15

2019-Passed

CERTIFICATIONS & SKILLS

Cisco Certified Network Associate (CCNA)

Cisco Id: CSC014486768

- Demonstrating proficiency in installing, configuring, operating and troubleshooting routed and switched networks.
- Monitoring devices and logs.
- Comprehensive knowledge of network fundamentals, IP connectivity and network automation and programmability.
- Security: Basic understanding of network security concepts (ACLs, firewalls).

Cyber security Essentials

- Risk assessment, network security, incident response, threat analysis, encryption, access control, compliance, malware defense.

Fundamental of Linux

- Linux Operating System
- Command-Line Proficiency
- Basic Network Security

Basic knowledge Security Tools & Applications

- Wireshark
- Nmap etc.

Programming Skill

- Basic concept of C/C ++, programming
- Knowledge of computer hardware and software
- Basic concept of VPN & Firewall, Intrusion Detection Systems (IDS), Intrusion Prevention Systems (IPS)

Interpersonal Skill

- Communication skill Good Team Player Time Management

LANGUAGES

English (Read, write & spoken)

Nepali (Read, write & spoken)