**Bhakti Pokhrel**

(517) 303-5896 | West Chester, Ohio 45069 | pokhrebi@mail.uc.edu

**EDUCATION:**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| --- | --- |
| **University of Cincinnati** | *Cincinnati, OH* |
| **Bachelor of Science in** **Information Technology – Software Development** | Class of May 2023 |
|  | **GPA 3.71/4.00** |
| **Lansing Community College**,*Lansing, MI* | May 2015 |
| *Exploratory* |  |

# **WORK EXPERIENCE:**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Service Desk Agent** December 2020 - Present

*ATOS - Remote* Mason, OH

* Create Incident, status and call tickets for users
* Reset user password using VMware
* Unlock user MFA using Microsoft Azure
* Customer Service

**Material Sorter** October 2019 – January 2020

*Kohls* Monroe, OH

* Daily use of handheld Radio Frequency (RF) units to sort customer orders
* Sorted products accurately and efficiently
* Troubleshoot printing and labeling machines
* Acknowledged for maintaining equipment outside of sorter responsibilities

**Distribution center trainer, power equipment operator** June 2018 – October 2019

*SanMar* West Chester, OH

* Initiated checklist for pick and pack protocol
* Troubleshoot of Radio Frequency (RF) Units and Voice Directed Devices
* Trained new employees to safely operate large power equipment
* Gave safety and picking presentations to new employees
* Pick and pack client’s order accurately and efficiently

# **PROJECT/INVOLVEMENT:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**CV Website** 2020

* Created one page webpage using HTML and CSS
* Published webpage in GitHub
* https://pokhrebi.github.io/CV1.01/

**BASO- Bhutanese American Student Organization** 2019 - Present

* Planned FAFSA workshop events for high school graduates
* Planned College Workshop For high school students

**Volunteering**

* Shared Harvest Foodbank, *Cincinnati, OH* – Created Food boxes, loaded food boxes on people’s cars. 2019
* Give Back Cincinnati, *Cincinnati, OH* – Passed Thanksgiving meal to people in need. 2019

# **SKILLS:**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Technical**

HTML CSS JavaScript Python C++ LabVIEW

Excel VBA Soldering Power Tools Microsoft Office Customer Service