



Contact

Phone

+971545017346

Email

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Address

Bur Dubai, UAE

Visa Status: Student

Validity: 17th July 2024

willing to convert visa if company provides working visa

Education

22011-2013

Intermediate

Patan Higher econdary School

22019-2021

CTEVT Diploma in Computer Engineering

Tri-Padma Vidhyashram School

Skills

- Communication Skills
- CRM software
- Ms-Office Package
- ComputerLiterate
- Social Media Marketing
- Digital Marketing
- Networking
- Computer Hardware
- E-commerce (Amazon)
- Wordpress Website
- Sales
- Document handling
- Software Knowledge
- Google Workspace

Language

English- Conversational

Hindi- Fluent

Rajan Shrestha

I am an IT professional with a proven track record in IT sales, technical support, and digital marketing. Possesses a unique blend of technical expertise and marketing strategies, enabling me to bridge the gap between complex technical solutions and client needs. Demonstrated ability to drive revenue growth through strategic sales initiatives, exceptional client relationship management, and innovative digital marketing campaigns. Proven ability to adapt swiftly to evolving technologies and industry trends. Seeking to apply my skill to accelerate sales and enhance digital presence in a dynamic IT environment

Experience

April 2022 to June 2023

IT sales | Technical Support at Digital One Pvt LTd IT support Technician

- Technical Troubleshooting and Issue Resolution
- Hardware and Software Installation/Configuration
- Network Setup and Maintenance
- Assembling and Disassembling
- Customer Service Excellence
- Digital Marketing
- Word Press websites
- Sales and Customer Relationship Management
- Possess a deep understanding of various IT products, including hardware, software, networking solutions, and accessories.
- Keep up-to-date with the latest industry trends and emerging technologies to provide informed recommendations to clients
- Problem Identification and Analysis
- IT Documentation and Reporting
- User Training and Support
- Incident Management and Escalation
- System Upgrades and Migrations
- Network Security and Data.

March 2020 to March 2022

Vianet Communication Pvt Ltd| Jawalakhel, Nepal L1 Customer Support Representative

- Receive and log support requests via various channels like phone calls, emails, or ticketing systems.
- Dealing with network-related problems, including connectivity issues, firewall configurations, and VPN setups.
- Configuring OLTs, ONU setups.
- Email Server setups IMAP, POP3.
- Dns server setup for Domain name
- To resolve straightforward issues promptly and escalate complex problems to higher support tiers if necessary.
- Guide users through installation, configuration, and usage of standard software.
- Handling password resets, account unlocks and user access requests.
- Solving the queries and internet related issues of customers either remotely or by visiting field.
- To identify the root causes of recurring or critical issues and addressing them.
- Perform advanced maintenance tasks, such as updating and patching software, firmware, and drivers on various systems.

April 2018 to April 2019

Borderland Leadership School| Nayabaazar, Kathmandu, Nepal Office Assistant

- Provide comprehensive administrative support, including managing schedules, coordinating meetings, and handling phone and email correspondence.
- Organizing and maintaining files, records, and databases.
- Effectively organize and maintain the office environment, including ordering supplies, managing inventory, and ensuring a clean and efficient workspace.
- Ability to liaise with colleagues, clients, and vendors professionally.
- Customer service, handling inquiries, and resolving issues promptly and courteously.
- Managing calendars, scheduling appointments, and coordinating travel arrangements for executives or team members.
- Creating and formatting documents, reports, presentations, and spreadsheets using software such as Microsoft Office or Google Workspace.
- Organizing meetings, conferences, or events, including tasks like setting up meeting rooms, preparing materials, and ensuring everything runs smoothly.