RAJAN SHRESTHA

CONTACT

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EDUCATION

2011-2013
Intermediate Commerce
Patan Higher Secondary School, Lalitpur, Nepal

2023 July onwards
Bsc Hons Computing
Capital University College, Sharjah, UAE

SKILLS

- Computer Literate
- Networking (CCNA)
- Linux Kernel (Red Hat)
- Software
- Leadership
- Google Workspace

ADVENTURE, TRAVELLING

- I have travelled different parts of Nepal and hiked to underdeveloped places in Nepal.
- Done lots of adventurous things here.

LANGUAGES

Nepali: First Language

Nepali: C2
Proficient

English: B2
Upper Intermediate

Hindi: B1
Intermediate

Highly skilled IT Support Specialist with three years of experience providing exceptional technical assistance and customer service. Proficient in troubleshooting and resolving a wide range of hardware, software, and network issues. Adept at collaborating with cross-functional teams to ensure seamless IT operations. Demonstrated ability to deliver timely solutions and meet stringent service level agreements. Proven track record of enhancing user satisfaction and productivity through effective problem-solving and training.

EXPERIENCE

April 2014 to April 2017
Machine Operator at *Throtech Industries Sdn Bhd*, Johor Bahru, Malaysia
- My job was to operate the punching machine in the factory and change equipment models according to the PCB boards.
- Troubleshot problems and diagnosed system faults.
- Collaborated with team members to achieve target results.

September 2020 to March 2022
L1, L2 Support Technician at *Vianet Communication Pvt Ltd*, Lalitpur, Nepal
- 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.
- 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 2022 to June 2023
Computer hardware and Networking technician at *Digital One Pvt.Ltd.*
Newroad, Nepal
- Technical Troubleshooting and Issue Resolution
- Hardware and Software Installation/Configuration
- Network Setup and Maintenance
- Customer Service Excellence
- Problem Identification and Analysis
- IT Documentation and Reporting
- User Training and Support
- Incident Management and Escalation
- System Upgrades and Migrations
- Network Security and Data.