**Krishna Prasad Pandey**

Contact Information:

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Summary

Highly motivated Assistant manager looking to use my skills and expertise in IT Support Officer with a passion for providing technical support and troubleshooting for both software and hardware issues. Proven ability to communicate effectively with non-technical users and able to work in a fast-paced environment. Seeking a position as an IT Support Officer Level 1 where I can utilize my skills and experience to contribute to the success of the company.

Technical Skills:

* Proficient in Windows and Mac operating systems
* Experience with Active Directory and Microsoft Office Suite
* Familiarity with remote desktop support tools
* Familiarity with troubleshooting and resolving network issues
* Strong understanding of hardware components and peripherals
* Experience with ticketing systems and knowledge bases
* Basic understanding of programming languages such as Python and C++

Education:

* Bachelor of Information Technology, Kings own Institute (2018-2022)

Work Experience:

* Assistant Manager, KFC Enfield (2018-2022)
  + Managed day-to-day operations of the restaurant
  + Trained and supervised staff
  + Handled customer complaints and resolved issues
  + Implemented inventory and cost control measures
  + Maintained financial and operational records
  + Assisted in the development of marketing and promotional strategies

Projects:

* Created a website for client as a freelance using HTML, CSS, and JavaScript
* Made a website for client and helped them to set up their website remotely (<https://shebacks.me/>)
* Personal Project Fathom Query.com (<https://fathomquery.com/>)