




SUBASH SUBEDI

Enterprise Support Representative at Worldlink Communication


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 LinkedIn

 Male

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 Nepali

 Dang, Nepal

Greetings, I am Subash Subedi. I presently oversee networking layers 2 and 3 (the data link layer and network layer) of Worldlink communication as a member of the Enterprise Support Representative at Enterprise, Dang department.

As an IT student, I tackle every task I take on with awareness and energy. I'm focused on the network and IT security at the moment.

PROFESSIONAL EXPERIENCE

02/2024 – present	Enterprise Support Representative, WorldLink Communications Ltd. 	Dang, Nepal
	<ul style="list-style-type: none">• Address the customer's technical concerns remotely or on-site. guarantees client happiness by making follow-up calls and visits.• Capable of performing connection provisioning and VLAN implementation.• Establish and preserve consumer loyalty by providing above and beyond their expectations.• Answer informational and fault-related questions from customers, answering as many as you can during the initial exchange.• Monitor the progress of resolving inquiries, and if a customer's question cannot be answered during the first conversation, proactively contact them to provide an update or a solution.• Determine and report issues that impact several clients or that have an impact on the prompt handling of client inquiries. Escalations to the team leader and additional support, sales, or resolution groups as necessary would fall under this category.• Involvement in new tasks or responsibilities that will raise the performance of the team.	
07/2023 – 02/2024	OUTDOOR NETWORK MANAGMENT, WorldLink Communications 	Kathmandu, Nepal
	<ul style="list-style-type: none">• Proper Management of Fiber, core and power.• Maintenance The distribution splitter box (DS) and master splitter box (MS).• Able to build network expansion in different areas.• Knowledge of IOPS, Fiber Network process (Expansion/Installation/Support).• Should have leading quality and team handling skill.• Knowledge of Splicing Machine.	
	CUSTOMER SERVICE REPRESENTATIVE (CSR), Kalash Services Pvt. Ltd 	Lalitpur, Nepal
	<ul style="list-style-type: none">• Appropriately and professionally answer and process all incoming calls to the Company's call center in a timely, courteous, and friendly manner.• Supporting the client with a service or MAC (move, add, change) need by listening to their request and opening a ticket in the company CRM system, communicating and setting proper expectations for the client.	
	COMPUTER OPERATOR AND TEACHING, <i>Institute of Crystal Knowledge Boarding School</i>	Banke, Nepal
	<ul style="list-style-type: none">• Data input, instruction, and typing test questions.• Teaching the lower-class students.• Troubleshooting hardware and software difficulties.	

TECHNICIAN TEAM, LOGIC INFOTECH PVT. LTD

Banke, Nepal

- Setting up computer systems, debugging networking, hardware, and software issues, as well as installing and maintaining new CCTV cameras.

TECHNICIAN TEAM, Technolink Computer Sales Center

Banke, Nepal

- Setting up computer systems, debugging networking, hardware, and software issues, as well as installing and maintaining new CCTV cameras.

EDUCATION

Diploma in Computer Engineering

SKILLS

Problem Solving | Network Troubleshoot | C and C++ | Network Design | Team Leading

AWARDS

Restore Network in Different Location, SAMANI SUBEDI Branch Manager (New Baneshwor)

- worked 15hrs to restore network in 3 different location due to outage.

Network Management FTTH Access, Keshav Nepal CEO of WorldLink Communications


ORGANIZATIONS

HULT PRIZE, Junior Technical Management

Ilam, Nepal

- Conducted information sessions on the Hult Prize and its theme "Food for Good"
- Reporting and Marketing Campaigns, Banners, and online meeting schedules.
- Organized the on-campus program in the "Food for Good" successfully.

COURSES

CISCO CERTIFIED NETWORK ASSOCIATE (CCNA), Broadway Infosys Nepal Pvt. Ltd. 

TRAINING

Optical Fiber Basic Trainings Program

LANGUAGES

English | Nepali | Hindi