**CV (CURRICULUM VITAE)**

**SUNIL LAMA**

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Mobile: +9779860021239

**OBJECTIVE**

To work hard and carefully in a dynamic professional environment where I can utilize my skills, apply my knowledge and creativity for the growth of my company/organization in the most effective manner possible, within the scope of my education, skills, and experience. As well as to grow personally and professionally so that I can perform various challenging works this will help me and my company/organization to survive in competitive field.

Experienced on Gforce System & Technologies Pvt. Ltd. worked as IT Staff Post Ncell Customer Record & Relation Management System & SUBISU Communication Pvt Ltd. working as IT Staff post Technical Support Representative on Networking field With Networking base like Router Configuration, WAN & LAN design, VLAN & Mac checking, Access OLT & CMTS, Access Interfaces & many more with over around Six years of experience in two Organization, Excellent reputation for resolving problems with tactically and improving customer satisfaction.

**PERSONAL DETAILS**

**Name SUNIL LAMA**

**Nationality** Nepalese

**Gender** Male

**Date of Birth** 1996 October 04

**Place of Birth** Kavrepalanchowk, Nepal

**Temporary Address** Budhanilkantha, Kathmandu, Nepal

**Father Name** Gyan Bahadur Thokar

**Mother Name**  Dik Maya Rai Thokar

**Permanent address**  Sipali-05, Kavrepalanchowk, Nepal

**Citizenship No.** 30-01-70-10286

**Date of Issue** 2070-11-11

**Marital Status** Unmarried

**Religion** Christian

**Family Background** Farming

**ACADEMIC PERFORMANCE**

|  |  |  |  |
| --- | --- | --- | --- |
| DEGREE | BOARD (Equivalent to UK Education) | Obtained Marks | Passed Year |
| CLASS –XII / (I.com.), Computer Science with Optional mathematics Shree Budhanilkantha Higher Secondary School | *A Level* | 49.50 | 2013-2015 |
| CLASS –X / SLC(School Leaving Certificate) On Optional mathematics  Shree Budhanilkantha Higher Secondary School | *GCSE* | 72.25% | 2003-2013 |

**SKILL PROFILE**

* Enthusiastic, energetic, adaptable, patient, friendly, willingness to learn, time & stress management.
* The ability to be polite and stay calm under pressure.
* A smart appearance.
* Knowledge of Computer programming and Excellent typing skill and concept of Networking.
* Team work.
* Communication skills with different language (English, Hindi, Korean & Nepali)
* Presentation skills

**PERSONAL STRENGTH**

* Self-Confidence, convincing capacity, involvement, positive attitude, self-motivated and good listener.
* Laborious, hardworking, humble and helping.
* Have ability to work in team.
* Healthy and Fit.

**INTEREST**

* Using Computer.
* Learn knowledge on Latest technologies through online
* Reading Books.
* Teaching

**TRAINING**

* Basic and diploma in Computer course.
* Basic Java, C, C++, python Programming course
* Basic HTML course

**WORK EXPERIENCES**

**Customer Relationship Management** 2016-July to 2021-Feb

**Gforce System & Technologies Pvt Ltd,Ganeshchowk,Kathmandu,Nepal**

* Working as a Customer Relationship Management System, Book keeping & data entry.
* Used consultative techniques to understand customer needs and make strategic referrals to business partners.
* Created customer support strategies to increase customer pretension.
* Developed summaries to assess each client’s participation level & determine targets for follow-up plans.

**Technical Support Center Representative** 2021-Dec Currently working

**SUBISU Communication Pvt Ltd,Baluwatar,Kathmandu,Nepal**

* Working as a Technical Support Represtative using System operating on Networking base.
* Provided Tier 1 IT Support to non-technical internal & external users through phone call & desk side support services.
* Managed high levels of call flow & responded for technical support needs.
* Router Configuration,Access OLT & CMTS,Access Interfaces & check Areas.
* WAN & LAN design
* Check VLAN & Mac
* Offered troubleshooting of connectivity issues across networks such as WIFI,cellular & other NETWORK related issue.
* Assisted customers in identifying issues & functionality.
* Submitted service tickets for equipment maintenance requests for other departments.
* Developed summaries to assess each client’s participation level & determine targets for follow-up plans.

**I hereby solemnly declare that all the above information given is correct to the best of my knowledge belief*.***