MANISH KUMAR MAHASETH

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IT OFFICER /SEO

Technical Troubleshooting | ISP Support | Network Administrator | IT Officer

Experienced IT Officer with a proven track record in managing IT projects and delivering technical support. Recognized for strong problem-solving skills and expertise in network security. Achievements include enhancing system performance and optimizing operational efficiency while supporting team objectives.

TECHNICALSKILLS

- *L1/L2/L3/L4/L5*
- *Support Operating Systems: Windows, macOS, Linux*
- *Helpdesk Ticketing Systems: Zendesk, JIRA,Product Managemnt System(PMS)*
- *Networking: TCP/IP, DNS, DHCP*
- *Hardware Troubleshooting: Desktops, Laptops, Printers*
- *School Level IEMIS*
- *School Management System Software*
- *Software Applications: Microsoft Office Suite, Adobe Creative Cloud*
- *Active Directory Management*
- *Remote Desktop Support*
- *Virtualization: VMware, Hyper-V*
- *ITIL Best Practices IT Security Fundamentals*

WORKEXPERIENCE

Search Engine Optimization Specialist|Infraveo Technologies
Gujarat, India |
Jan 2025 - Current

- *Conducted keyword research to enhance content optimization.*
- *Utilized Google Analytics and Search Console for performance tracking.*
- *Applied knowledge of on-page and off-page SEO techniques to boost search rankings.*
- *Demonstrated strong attention to detail while analyzing website traffic trends.*

IT Officer|Janaki Medical College
Jankapur, Madesh Pradesh |
Aug 2024 - Current

- *Managed hospital IT infrastructure, including servers, routers, switches, and firewalls.*
- *Provided technical support for hardware, software, and network issues to ensure operational continuity.*
- *Developed and enforced IT policies to enhance security and system performance.*
- *Designed and updated hospital website and social media pages to strengthen digital presence.*
- *Created promotional materials using Adobe tools and Canva to support marketing initiatives.*
- *Executed on-page and off-page SEO strategies for digital platforms to boost visibility.*
- *Researched and integrated new IT and digital design technologies into existing systems.*
- *Oversaw Health Insurance Board system to optimize hospital operations.*

IT Officer|Urbana School of Science
Rampath, Bagmati Pradesh |
Sep 2022 - Mar 2024

- Managed school and college websites using SEO best practices to enhance visibility.
- Handled social media content, analytics, and branding to drive engagement.
- Maintained IT infrastructure, including servers and network systems.
- Provided technical support for staff and students to resolve issues promptly.
- Designed print and digital materials utilizing Adobe and Canva software.
- Assisted in creating multimedia content for various marketing campaigns.
- Enforced IT policies, cybersecurity measures, and access controls for data protection.
- Set up and managed secure Wi-Fi networks to ensure reliable connectivity.

IT officer|Midas Health Service
Panipokhari, Bagmati Pradesh |
May 2021 - Mar 2024

- Directed management of hospital IT infrastructure and network systems for seamless operations.
- Provided technical support addressing hardware, software, and network issues promptly.
- Established robust IT policies and cybersecurity standards to protect sensitive data.
- Optimized hospital website performance through effective SEO strategies.
- Crafted marketing materials utilizing Adobe and Canva for promotional campaigns.
- Contributed to video/audio content creation to enrich digital communication.
- Investigated emerging IT and design technologies for potential integration.
- Fostered interdepartmental collaboration through effective communication techniques.

Network And System Engineer|Net Max Technologies Pvt. Ltd.
Bakhundol, Bagmati Pradesh |
Feb 2018 - Apr 2021

- Contributed to setup and maintenance of routers, switches, and firewalls in the network environment.
- Managed LAN/WAN connections while assisting with server administration duties.
- Monitored network performance metrics; troubleshot connectivity problems efficiently.
- Engaged with TCP/IP, DNS, DHCP, and VPN settings under supervision for effective configuration management.
- Supported the installation and updates of both Windows and Linux operating systems.
- Implemented essential security measures to protect networks from vulnerabilities.
- Maintained detailed documentation regarding network configurations and changes made.
- Partnered with IT team members to tackle technical issues, improving overall system reliability.

Technical Support Specialist|Vianet Communication
Jawalakhel, Bagmati Pradesh |
Mar 2016 - Feb 2018

- Delivered timely technical support for internet connectivity, device setup, and service issues.
- Responded to support tickets, emails, and calls to achieve quick resolution of client concerns.
- Assisted in configuring modems, routers, and Wi-Fi devices for various users.
- Diagnosed and resolved network-related problems concerning DNS and IP configurations.
- Maintained communication with customers during escalation of complex issues to senior engineers.
- Logged all support interactions and resolutions in the company's CRM system.
- Educated users on effective internet usage and basic network upkeep practices.
- Worked in unison with NOC and field teams to efficiently restore services.

EDUCATION

BSC (HND)|IT, Bachelor of Computer Systems Engineering
2024
University of Sunderland
Tinkune,Kathmandu

Pearson BTEC|IT, Bachelor of IT
2022
INTERNATIONAL SCHOOL OF MANAGEMENT AND TECHNOLOGY
Tinkune,Kathmandu

Science
2013
UNIVERSAL COLLEGE
Maitidevi,Kathmandu

Science
2010
JM ACADEMY
Siraha,Nepal

Websites and Social Links

Websites, Portfolios, Profiles

- *www.linkedin.com/in/manishmahaseth-3004112a7*

PROFESSIONALASSOCIATIONS

- *SEO (Infraveo Technologies) 2025 Current*
- *IT Officer (Janaki Medical College) 2024 Current*
- *IT Officer (Midas) 2021-2024*
- *IT Officers (Urbana School Of Science) 2022-2024*
- *Network and System Administrator.– (NetMax) 2018-2021*
- *Technical Support Specialist– (Vianet) 2016-2018*

CERTIFICATIONS

- *Hardware and Networking.- (Einstein Institute of Technology, Baneshwor) 2013*
- *Diploma in Computer Networking.– (Alison) 2023*
- *Diploma in Interconnecting Cisco Networking Devices. – (Alison) 2023*
- *VMware vSphere 5.5: Storage, VM Creation and Security. (Alison) 2023*
- *Data Analytics and Visualization Virtual Experience. – (Accenture) 2023*