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Summary

Microsoft Azure Certified AZ-900, CompTIA Network+ Certified. IT Support Technician with years of experience in Windows Server Administration, Active Directory, Operating Systems and Software installation and troubleshooting. Experience in deployment of windows servers, domain registration and configuration, web hosting. Knowledge of VPN, Virtualization. Solid knowledge of Microsoft Office Suite. Experience in website development with HTML, CSS, Wordpress, Joomla. Knowledge in cloud computing. Experience in Microsoft Azure. Experience in ServiceNow.

Expertise in testing, imaging, configuring desktops and laptops.

Solid Experience in hardware builds and upgrades.

Experience in repair, break/fix for phone, tablets, laptops.

Experience in Mobile Device Management.

Experience in remote desktop support.

Experience in managing OU, groups, users in Microsoft Active Directory.

Experience in configuring, and troubleshooting audio and video conferencing hardware like webcams, DSLRs, IP cameras, ATEM Mini, and software like Zoom, Skype, Microsoft Teams, Cisco Webex Meetings, GoToMeeting, Google Hangouts.

Experience

IT Support Technician

Phone Fix Zone

Dec 2020 - Present (6 months +)

Install, configure and support applications on Windows, Linux, Mac, iOS, Android

Installation and de-installation of hardware and associated device drivers.

Providing maintenance, upgrade and user support for numerous devices and operating systems including Windows 98/XP/Vista/7/10, Windows Server 2012/2016/2019, iOS and Android.

Experience of working with an exchange server creating new user email accounts and disabling user mail accounts.

Experience of working with domain registration and website hosting for clients.

Design, configure, test computer and networking hardware.

Install, troubleshoot and support network-related devices, mobile devices, tablets.

Installing or upgrading operating systems - Windows 7 / 8.1 / 10 , Ubuntu.

Experience of working with Virtual Machines - VMware WorkStation, VM Virtual Box.

Cloning / imaging hard drive - one to many for faster OS, software installations.

Provide support and diagnostics to remote users using remote software, TeamViewer.

Performing computer installation and operating system configuration in designated networks remotely or at user's workstation.

Providing virus, spyware, malware removal service on location or remotely.

Ransomware removal from Windows PCs on location.

Configuring and maintaining backup services to physical drives and cloud.

Experience in setting up wired network with

- Assisting clients and recommending hardware and software as per need.
- Configuring VPNs for home and businesses for privacy.
- Upgrade components on computers and phones for better performance or as needed.
- Repair phone and tablet cracked display or backs
- Repair charging port for laptops, tablets, phones
- Performing data migration between computers, laptops with Windows, Linux, MacOS.
- Performing data migration between phones from iOS to Android or vice versa
- Data extraction from dead iPhones
- User training using GoToMeeting.com
- Configuring video conferencing devices like ATEM Mini
- Configuring and troubleshooting Zoom, Microsoft Teams etc

IT Support Technician

DOKO TV

Mar 2018 - Dec 2020 (2 years 10 months)

Providing technical support, diagnosing and troubleshooting hardware and software problems, including desktop, laptop.

Identifying and removing computer viruses, malwares, ransomwares and providing major repairs in accordance with outside vendors.

Expertly installing, configuring, monitoring and troubleshooting PCs, Phones, Printers and related hardware on all operating systems platforms.

Resolving windows, chrome, firefox, virus/ spyware, and pc software related issues.

Performing data recovery of deleted and corrupted files from SD cards and hard drives.

Configuring and troubleshooting LAN installed and configured routers and switches.

Performing PC performance optimization, installation of operating system, software and patches and updates.

Writing functional specifications for computers under the repair process.

Performing software repairs, installation of operating systems, drivers install and upgrade.

Collecting information about incidents and problems to evaluate the root causes.

Interviewing users to collect information about the problem and lead the user through diagnostic procedures to determine the source of error.

Troubleshooting to determine problems for operating systems, applications and remote access, email and wireless issues.

Responsible for network and email account provisioning and management.

Resolving problems, such as defective hardware components or corrupted software / files.

Responsible for maintaining and rebuilding desktop computers, reimaging of desktops and laptops as needed and redeploy to the customer.

Configure computers with audio and video editing software ready for the editors and photographers.

Desktop Support Technician

En Vogue Portraits - <http://www.envogueportraits.com>

Sep 2009 - Mar 2020 (10 years 7 months)

Configure and troubleshoot computers and networks for smooth workflow for the business.

Upgrade operating systems to Windows 10 from Windows 7 and 8.1.

Install software required for audio, photo and video editing like, Adobe Audition, Adobe Photoshop, Adobe Premier Pro, Adobe Lightroom, Cakewalk Sonar, ProTools and more.

Configure computers, light equipments, audior recorders, camera gears, microphones in the studio and outdoor for video production purpose.

Configure and troubleshoot audio equipments for podcast setups.
Configure and troubleshoot video conferencing setups for Zoom, Microsoft Teams, Google Hangouts etc.
Maintain and upgrade equipments for the studio as needed.
Build and maintain company websites using Wordpress.
Configure domains.
Maintain websites with web hosting and domain configurations with GoDaddy, NameCheap, Bluehost.
Configure and maintain backup systems to internal backup and the cloud.



IT Support Technician

Extreme Design, Nepal

Sep 2000 - Feb 2007 (6 years 6 months)

Train students on IT fundamentals and infrastructure for Ministry of Education, Science and Technology, Nepal.

Design network infrastructures for cyber cafes, computer training institutes and other businesses.

Build multi disk CD/DVD copying PCs for movie rental companies.

Install and configure Windows servers.

Deploy Windows Operating systems on multiple PCs on a network.

Build PCs, install operating system, device drivers, softwares etc.

Deploy network with all manual IP addressing and subnetting.

Troubleshoot software and hardware issues.

Develop and maintain print/web collateral, graphical standards, marketing

Direct creative concepts for website and print initiatives.

Demonstrate effective communication and teamwork skills by identifying and solving challenges.

Actively research industry trends to bring new ideas and applications to the company.

Train professional photographers about digital media - DSLR, media storage and image processing.

Train radio station production department on digital audio production software like ProTools, CoolEdit (Adobe Audition), Cakewalk, FLStudio, Melodyne etc.

Discuss, plan and create outlines for website design with clients.

Design static websites using HTML, CSS.

Design dynamic websites using .ASP and Microsoft Access database.

Design dynamic website using Wordpress, PHP, MySQL database.

Configure domain names and company email addresses for clients.

Deploy web and mail servers for local ISPs.

Configure FTP client and train users to how to share files using FTP.

Education



Balkumari College

Bachelor in Business Studies, Business Administration and Management, General
2005 - 2007

No degree. Dropped out to start an IT service company for small businesses.



Apex Academy

Intermediate in Management, Management, Computer
2000 - 2005

Business and Organizational Management



Narayani Public School

School Leaving Certificate, Business Administration and Management, General

1996 - 2000

Schools only percussionists for all the musical events in school.

Licenses & Certifications



Google IT Support Specialization - Coursera



Certificate in Ecommerce - HTML, CSS, Javascript, PHP - National College of Computer Studies, Nepal



Certificate in Microsoft Office Package - National College of Computer Studies, Nepal



Certificate in Communication and Multimedia System, Windows Operating System, Networking - Oxford Computer International



Advance Mobile Repair Training - Cell Phone Repair Academy



CompTIA Network+ ce Certification - CompTIA

Issued Mar 2021 - Expires Mar 2024



Microsoft Certified: Azure Fundamentals - Microsoft



ServiceNow Fundamentals - ServiceNow

Skills

Software Installation • Computer Hardware Troubleshooting • Operating Systems • Digital Media • Graphic Design • Social Media • Computer Networking • Virtual Private Network (VPN) • Photoshop • WordPress