





ARPAN SUBEDI

HELP DESK SPECIALIST

CONTACT

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SKILLS

Operating Systems: Windows Server, Linux, Android, iOS

Technical Tools: Active Directory, DNS, VirtualBox, Remote Desktop Solutions, Ticketing Systems

Hardware: Printers, Scanners, Network Equipment

Software: Various business applications and utilities for troubleshooting and support

EDUCATION

DIPLOMA IN SYSTEM TECHNICAIN

St. Lawrence Collage

2024-2025

I am currently pursuing a Diploma in System Technician, where I am engaged in coursework that includes Linux, database management, scripting, programming, operating systems, and cloud systems. I am expected to graduate in April 2025, and I will be gaining practical experience through a co-op placement starting in January.

HIGH SCHOOL

Prativa Collage Of Computer Science

2020-2022

I graduated from Prativa Collage Of Computer Science with strong academic performance, specializing in Computer Science. My coursework included Python programming, cloud computing, and user support, which provided me with a solid foundation in these key areas.

PROFILE

Enthusiastic and detail-oriented technical support professional with one year of hands-on experience and 200 hours of self-directed training. Seeking to leverage my skills in troubleshooting, user support, and system management in the Help Desk position at Employer Details Team Home Realty Inc. Adept at managing network access, providing exceptional customer service, and utilizing various technical tools and systems to resolve issues efficiently.

WORK EXPERIENCE

Help Desk Agent

World-Link Communications.(NEPAL) 2021-2023

- Managed network access and monitored system performance, ensuring optimal operation.
- Provided effective troubleshooting for user difficulties, consulting technical manuals and user guides to research and implement solutions.
- Delivered user training and advice, maintaining a comprehensive log of problems and solutions for other technical support analysts.
- Supported business systems, networks, and internet services in a hybrid environment, utilizing remote desktop solutions to efficiently troubleshoot and resolve issues for both on-site and remote users.
- Assisted with various hardware problems, including setup, repair, and maintenance of equipment such as printers, scanners, and networking devices.
- Demonstrated exceptional customer service skills, resolving technical issues with efficiency and professionalism.
- Utilized tools such as Active Directory, Windows Server, DNS, and ticketing systems.

Self-Directed Training

Home-Based Training

- Completed 200 hours of focused training on common user problems, solutions, and report creation.
- Gained practical experience with ticketing systems, enhancing ability to manage and resolve support requests effectively.
- Developed skills in creating detailed reports and documenting technical issues and solutions.
- Acquired hands-on experience with VirtualBox for managing virtual environments, testing configurations, and troubleshooting issues.
- Gained proficiency in using administrative tools for system management and maintenance, including user account management and system monitoring.
- Gained experience in server management, including setup, configuration, and maintenance of server environments.
- Developed expertise in remote desktop solutions, effectively troubleshooting and resolving issues through remote access tools.

ARPAN SUBEDI

IT SPECIALIST

TO WHOM IT MAY CONCERN,

DEAR HIRING TEAM,

I AM EXCITED TO APPLY FOR THE HELP DESK POSITION WITH YOUR ORGANIZATION. WITH A YEAR AND HALF OF HANDS-ON EXPERIENCE IN TECHNICAL SUPPORT AND A DIVERSE SKILL SET TAILORED TO YOUR NEEDS, I AM CONFIDENT IN MY ABILITY TO PROVIDE EXCEPTIONAL SUPPORT AND CONTRIBUTE EFFECTIVELY TO YOUR TEAM. IN MY PREVIOUS ROLE, I DEMONSTRATED PROFICIENCY IN MANAGING NETWORK ACCESS, MONITORING SYSTEM PERFORMANCE, AND ADDRESSING USER DIFFICULTIES THROUGH EFFECTIVE TROUBLESHOOTING. MY RESPONSIBILITIES INCLUDED CONSULTING TECHNICAL MANUALS AND USER GUIDES TO RESEARCH AND IMPLEMENT SOLUTIONS, PROVIDING USER TRAINING AND ADVICE, AND MAINTAINING A COMPREHENSIVE LOG OF PROBLEMS AND SOLUTIONS FOR THE BENEFIT OF OTHER TECHNICAL SUPPORT ANALYSTS.

IN ADDITION TO MY PROFESSIONAL EXPERIENCE, I HAVE COMPLETED 200 HOURS OF SELF-DIRECTED, HOME-BASED TRAINING FOCUSED ON COMMON USER PROBLEMS, SOLUTIONS, AND REPORT CREATION. THIS TRAINING ALSO INCLUDED EXTENSIVE WORK WITH TICKETING SYSTEMS, FURTHER ENHANCING MY ABILITY TO MANAGE AND RESOLVE SUPPORT REQUESTS EFFICIENTLY.

MY EXPERIENCE EXTENDS TO SUPPORTING BUSINESS SYSTEMS, NETWORKS, AND INTERNET SERVICES, SETTING UP EQUIPMENT SUCH AS CABLES AND SOFTWARE, AND DELIVERING TOP-NOTCH CUSTOMER SERVICE. ADDITIONALLY, I POSSESS STRONG KNOWLEDGE OF ACTIVE DIRECTORY, WINDOWS SERVER, DNS, TICKETING SYSTEMS, INVENTORY MANAGEMENT SYSTEMS, LINUX SYSTEMS, VIRTUALBOX, REMOTE DESKTOP SOLUTIONS, AS WELL AS PRINTERS, SCANNERS, AND DOMAIN MANAGEMENT. I ALSO HAVE EXPERTISE IN SUPPORTING ANDROID AND IOS SYSTEMS, WHICH FURTHER COMPLEMENTS MY ABILITY TO HANDLE A BROAD RANGE OF TECHNICAL CHALLENGES EFFECTIVELY.

SINCERELY,

ARPAN SUBEDI
