



SANDEEP SHRESTHA

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Certification Link: www.credly.com/users/sandeep-shresthaa

SUMMARY

Highly skilled IT technician with a fervent passion for technology and adept problem-solving abilities. Possesses a comprehensive grasp of computer hardware and software, coupled with proficiency in troubleshooting and resolving technical issues. Demonstrates exceptional communication skills, capable of effectively conveying complex technical concepts to both technical and non-technical individuals. Known for being detail-oriented and organized, with a keen ability to prioritize tasks and perform efficiently under pressure. Outside of work, actively engages in staying updated on industry trends and expanding knowledge of emerging technologies. Committed to continual growth and delivering top-quality service to clients. Confident in ability to excel in role and eager to contribute expertise to a dynamic team environment.

WORK EXPERIENCE

IT Officer, Likhu Tamakoshi Rural Municipality

03/01/2024 – Present

- Successfully managed and maintained IT infrastructure within a Rural Municipality, addressing challenges like limited resources and connectivity issues.
- Leveraged technical skills to resolve diverse IT issues, ensuring smooth local government operations.
- Engaged with staff and stakeholders, fostering collaboration and understanding across departments through clear communication of technical concepts.
- Implemented innovative solutions within budget constraints to optimize IT resources, enhancing performance and reliability of critical systems.
- Thrived in dynamic environments, adeptly adapting to new technologies and overcoming rural-specific challenges with resilience.

IT Technician, Gokulganga Rural Municipality

03/01/2021 – 04/02/2024

- Successfully managed and maintained IT infrastructure within a Rural Municipality, addressing challenges like limited resources and connectivity issues.
- Leveraged technical skills to resolve diverse IT issues, ensuring smooth local government operations.
- Engaged with staff and stakeholders, fostering collaboration and understanding across departments through clear communication of technical concepts.
- Implemented innovative solutions within budget constraints to optimize IT resources, enhancing performance and reliability of critical systems.
- Thrived in dynamic environments, adeptly adapting to new technologies and overcoming rural-specific challenges with resilience.

Social Media Handler

Present

Shrestha Hotel and Guest House, S.S Hotel and Guest House

- Creating captivating content that highlights the hotel's amenities and events, engaging with the online community by responding to comments and fostering positive interactions, devising and executing a strategic social media plan to achieve marketing objectives, managing campaigns to promote special offers and packages.

Senselearner 45-Day Free Cyber security Internship, Senselearner Technologies Pvt. Ltd.

- Engaged in real-world projects, applying academic knowledge to develop expertise in vulnerability assessments, penetration testing, and cyber security.
- Established a professional network and researched emerging trends and technologies in the field. Mentored by experienced professionals, completed a 45-day internship, and explored networking for future growth opportunities.

Junior Network Administrator, Shree Krishna Pvt. Ltd.**01/08/2018 – 30/09/2019**

- Focused on key responsibilities including the installation and maintenance of network hardware and software, troubleshooting and resolving network issues, and delivering technical support to end users.
- Offered assistance to senior technicians on more intricate tasks and projects when required.
- Also played a role in sales activities. Involved identifying opportunities for up selling network hardware and software solutions to clients, engaging in product demonstrations, and providing technical insights to support the sales team.

Customer Sales Executive, Aceon Software Pvt. Ltd.**Feb 2015 - Dec 2015**

- Excelled in customer service by promptly addressing inquiries and efficiently managing calls to resolve issues and complaints.
- Implemented up selling strategies. Additionally, being updated on product knowledge to enhance service quality and remain committed to meeting customer needs effectively, contributing to overall satisfaction and success.

EDUCATION

Bachelor in Information Management (BIM), Tribhuvan University**(2015-2019)**

- Completed a four-year program at Tribhuvan University, specializing in Management Information and Communication System.
- Acquired an in-depth understanding of current software trends through practical learning via case studies, guest lectures, and research projects.
- Relevant Subjects covered include C Programming, Web Technology, Data Structure and Algorithms, and Business Intelligence.
- Developed proficiency in programming languages and honed strategic thinking and project management skills.
- Achieved success in completing a challenging curriculum with a focus on real-world applications, establishing a robust foundation in both IT and management principles.

Certified in Cyber security (CCT) EC-Council's Essentials, EC-Council University (Online)

- Completed EC-Council's Essentials Series Bundle in Network Defense, Ethical Hacking, and Digital Forensics, gaining comprehensive cyber security knowledge.
- Equipped to apply acquired skills to address real-world cyber security challenges effectively.
- Confident in contributing to the dynamic and evolving cyber security landscape with a strong foundation in Network Defense, Ethical Hacking, and Digital Forensics.

Computer Forensics and Counter terrorism, Cisco Networking Academy**(Online)**

- Received certifications from Cisco Networking Academy, showcasing proficiency in networking fundamentals, routing and switching, and network security.
- Applied knowledge and skills from Cisco Networking Academy to design, configure, and troubleshoot complex network infrastructures, contributing to enhanced organizational security measures.

ADDITIONAL INFORMATION

Certifications:

- Following links includes all the certifications that I have completed.
www.credly.com/users/sandeep-shresthaa
- **Languages:** English, Nepali, Hindi and German
- **Volunteer Work:** Volunteer at Teach for Nepal, Work as a Community Program Organizer, Teaching experience at a Local government School.
- **Interests:** Hiking, organizing events, Playing Guitars, Tinkering with Computers