

# ROSHAN SHRESTHA



Calgary, AB T3M 3K7



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## PROFESSIONAL SUMMARY

Versatile IT Technician ready to fix faulty hardware, install new assets and support continuous business operations. Adapts to rapidly changing work situations and employee realities. Consistently beneficial to all technical operations and technological procedures. Ready to contribute technical expertise to a dynamic team and drive impactful results in the ever-evolving IT landscape.

## WORK HISTORY

**IT Technician, 07/2023 - 2024**

Computer upgraders LTD

- Proficient in safely handling and transporting computer equipment.
- Installed and configured new computers, printers and scanners and peripherals.
- Managed cables to maintain a neat and organized workspace, reducing clutter and improving efficiency.
- Identified and resolved basic hardware and connectivity issues, minimizing downtime and disruption for end-users.
- Documented equipment changes and ensured accurate records for auditing purposes.

**IT Analyst, 09/2021 - 11/2022**

Startech IT Services

- Provided technical support to end-users for hardware, software, and network-related issues.
- Installed, configured, and maintained desktops, laptops, printers, and peripheral devices.
- Troubleshoot and resolved hardware and software problems, both remotely and on-site.
- Managed user accounts, permissions, and access rights.
- Conducted regular system and network maintenance tasks, including updates and patches.

## ABOUT ME

- My website
- <https://www.linkedin.com/in/roshan-shrestha-4256b321b/>

## SKILLS

- Tracking and Documentation
- Web design using HTML, CSS
- Managing servers like AD, DNS, DHCP, FTP
- Linux
- ServiceNow
- Programming languages like Python, Java, and C++
- TCP/IP, VoIP
- Kali Linux
- Troubleshooting
- Team leader
- Issue Resolution
- Bug Fixes

## LANGUAGES

English

Nepal

## Junior IT Assistant, 05/2018- 2023

### BNB Company Ltd, Nepal

- Installed Windows 7/10 in workstations.
- Walked customers through a step-by-step process for troubleshooting hardware issues.
- Deploy, configure, and upgrade network software like enterprise antivirus or diagnostics programs.
- Provided technical assistance to customers on inbound telephone tech support calls.
- Assisted customers with antivirus program installations and virus removals.
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## EDUCATION

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### Diploma, Information Technology -Computer Systems, 09/2021 - 04/2023

#### SAIT – Calgary, AB

- In-depth knowledge of network security with hands-on-engagement with cybersecurity scenarios on Hack the Box.
- Acquired hands-on experience using ServiceNow for IT service management and workflow automation.
- Expertise in setting up and managing servers like DHCP, DNS, and Active Directory for user and group management.
- Developed proficiency in HTML and CSS, creating responsive and visually appealing web designs.
- Conducted in-depth research on Blockchain databases, exploring their potential applications and understanding underlying technologies.
- Seasoned in working with Python and Java for developing versatile and scalable applications.
- Explored cloud platforms such as AWS, and Azure to understand deployment and scalability in a cloud environment.
- Regularly updated skills in AI and machine learning through continuous learning and professional development initiatives

Hindi

## CERTIFICATIONS

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Linux LinkedIn

Currently working on Azure fundamentals and CompTIA A+

Python for Beginners by Microsoft