**AREAS OF EXPERTISE**

*Diagnostics*

*System Backup*

*New Installations and Support*

*Firewalls / Security*

*Hardware Exposure*

*Problem identification*

*Maintenance*

**PROFESSIONAL**

*Desktop Support*

*Technician*

**PERSONAL SKILLS**

*Desktop, Laptop and other*

*IT related Problem solving.*

*Video Editing,*

*Camera person*

**BINOD**

[**BINOD.365832@2freemail.com**](mailto:BINOD.365832@2freemail.com)

IT support technician

**PERSONAL SUMMARY**

A bright, talented and ambitious IT support technician with a strong technical background who possesses self-discipline and the ability to work with the minimum of supervision. Having exposure to a wide range of technologies & able to play a key role in diagnosing hardware and software problems and to ensure that quality solutions meet business objectives. Possessing a good team spirit, deadline orientated and having the ability to organize and present complex solutions clearly and accurately.

Looking for a suitable IT support technician position with a successful and dynamic company that offers room for progression.

**WORK EXPERIENCE**

**The Creative Groups, Hetauda-4, Nepal**

IT SUPPORT TECHNICIAN

December 2011 – January 2014

**TEAM Television, Hetauda, Nepal**

IT Technician / Video Editor / Camera Person

March 2014 to May 2015

**Zodiac Computer Service, Hetauda-4, Nepal**

Proprietor / IT SUPPORT TECHNICIAN

December 2015– Present

(Started my won IT business)

Responsible for the installation and maintenance of IT equipment including (but not restricted to) printers, scanners. Supporting customers using remote access technologies and also by visiting client sites.

**Duties**:



Diagnosis of desktop, application, networking and infrastructure issues. Experience of supporting a wide and varied client base.



Troubleshooting PC’s, laptops.



Providing support to users.



Installation and support equipment. Maintaining a

log of all problems detected and system backups.



Responsible for maintaining backups and for project work such

as new builds. Working closely with software suppliers to

resolve operational issues. Responsible for supporting:

Windows XP/Vista/Windows 7/ Office 2003

Computer concept and windows 2000, DOS

MS-Office 2003(Word, Excel, Power Point, Ms-Access, Front Page)Internet, HTML/DHTML, Macromedia Flash, Dream Waver, Adobe Page Maker, dobe Photoshop, Coral Draw 11.0, Accounting Tally 6.3 Backup products, Anti-Virus products, Ethernet, wireless router and Firewall Configurations.

**Extra Activities:**

*Asian Cricket Council*

*Certified National Umpire*

*Umpiring on more than 500 local*

*matches, 100s of Regional and*

*8-10 National Tournaments.*

**KEY SKILLS AND COMPETENCIES**

Excellent customer facing, communication and rapport building skills. Thorough understanding of computer and networking concepts.

Physically fit, able to work in confined spaces, crawl and lift heavy objects. Able to prioritize in a complex, fast-paced environment.



Willing to work flexible schedules / shifts.

**ACADEMIC QUALIFICATIONS**

**Diploma in Computer Sofware**

**Escol Computer Education, Hetauda, Nepal**

**29/07/2005 to 01/08/2006**

**Diploma in Computer Hardware**

**Escol Computer Education, Hetauda, Nepal**

**20/09/2006 to 15/09/2007**

**Bachelor's Degree (BA):**

**Makawanpur Multiple Campus Hetauda-2, Nepal**

**(Affiliated to Tribhuwan University)**

**2013**