

# CURRICULUM VITAE

Aloknagar, Baneshwor

Kathmandu, Nepal

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## **Bamdev Sharma**

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Information technology professional with a background in Networking, Network research, Network Infrastructure Analysis, Testing new systems, installation and configuration of its peripherals. As well as good information about project management, its flow and how projects run under different circumstances. Team and management of it is well understood. Hard working, reliable and resourceful in combination with a good sense of humor and a friendly approach. Possesses various valuable transferable skills acquired from the multiple organizations and has natural passion and real flair towards technology. Now, looking for new opportunities to work in an information management, coordination and communication domain with willingness to learn and develop new skills.

### **SKILLS AND PERSONAL ATTRIBUTES**

- Knowledge in Network Management.
- Knowledge in CCNA routing and switching.
- Basic programming knowledge in c, c++, Python.
- Hardworking, Confident, Goal Oriented, Adaptive, Cheerful in nature and good communication.
- Solid understanding of TCP/IP protocols, LAN/WAN configurations, DNS, DHCP, VPN, and firewalls. Proficient in troubleshooting network-related issues and ensuring network security.
- Knowledge of Active Directory, Group Policy, DNS, DHCP, and File Services.
- Ability to troubleshoot network connectivity issues and configure routers, switches, and firewalls.
- Understanding of user access controls and permissions.

### **ACADEMIC INFORMATION**

- **Bachelors of Science in Computer Science and Technology (BSC.CSIT)** **2015-2019**  
From Sagarmatha College of Science & Technology, Sanepa, Lalitpur, Nepal
- **Higher Secondary (10+2 Science)** **2011-2013**  
From Laboratory Higher Secondary School, Kirtipur, Kathmandu, Nepal
- **School Leaving Certificate** **2010**  
From Shree Sharada Secondary School, Raspurkot, Pyuthan, Nepal

## **WORK EXPERIENCE**

### **IT TECHNICAL OFFICER at CE-CONSTRUCTION PVT.LTD**

15<sup>th</sup> April 2021 -15<sup>th</sup> June 2023

- Implemented and managed Active Directory services, including user and group management, security policies, and domain trust relationships.
- Repairing and replacing damaged computer and network components.
- Ensuring the security of client and server computers by installing and upgrading antivirus and firewall software.
- Troubleshoot and resolve server-related issues and perform system performance tuning.
- Configured and maintained Group Policy Objects (GPOs) to enforce security policies and manage system configurations.
- Responsible for the administration and maintenance of Windows Server infrastructure, including Active Directory, DNS, DHCP, and Group Policy.
- Proficient in managing Windows Server 2012/2016/2019, including installation, configuration, and maintenance. Maintaining and updating technical documentation regularly.
- Testing new hardware and software before full-scale installation.
- Configuring Ubiquiti Devices like Mimosa, Powerbeam AC, Litebeam AC, NSM5.
- Configuring Mikrotik and Cisco Switch.

### **L1 SUPPORT EXECUTIVE at VIANET COMMUNICATION PVT.LTD**

- Help resolve software and technical questions for the customer efficiently and effectively
- Gather the required information necessary in order to best handle customer software and technical inquiries
- Manage customer expectations regarding estimated response times for issue resolution.
- Resolving the issues through Phone, chat and email communication channels.
- Extensively research and document customer technical issues.
- Collaborate with Technical Support team members to properly manage customer inquiries and escalate when appropriate.
- Partner with Technical Support team members on various strategic projects when needed
- Own customer technical issues from initial report to resolution, communicating with customers regularly regarding issue status.
- Run monitoring reports for usage, performance, and/or availability.
- Document solutions for knowledge-base and bring new ideas for innovation and automation excellence into the Support team.

## IT Support at NEPAL CERTIFYING COMPANY (NCC)

**june 2018 - sep 2018**

- USB Token install, helps resolve software and technical questions for the customer efficiently and effectively.
- Digital Signing to Documents
- Reset Token.
- Responding in a timely manner to service issues and requests
- Providing technical support across the company (this may be in person or over the phone).

## TRAININGS

- **Broadway Infosys:** 2019/11/12– 2020/01/21  
Cisco Certified Network Associate (CCNA) Training
- **HTML, CSS, PHP:** 2017/05/06 – 2017/07/15  
Sagarmatha College of Science and Technology Sanepa, Lalitpur
- **NSE Training Institute:**  
Online Course on Information Security Awareness.

## Project Done

- Twitter Sentiment Analysis Using Python (2019)

## PERSONAL DETAILS

Name : **Bamdev Sharma**  
Date of Birth : 11 Ashad 2052  
Sex : Male  
Nationality : Nepali  
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## REFERENCE

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