


Binayak Kattel

IT Officer

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 Gorkha Municipality -8, Gorkha, Nepal

Summary:

Results driven information technology person passionate about working on an IT sector. Excellent problem-solving skills and ability to perform well in team. Seeking to use my abilities for the benefit of the organization and to remain competitive for challenge ahead.

Education:

Bachelor in Computer Applications (BCA-IT)
Sagarmatha College Maitidevi, Kathmandu

Experiences:

1. Vianet communications (2021 sept to 2023 july)

L1-technical Support

- Responding to customer inquiries.
- Troubleshooting internet related issues as well as hardware related problems.
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Technical Quality control Analyst (Developing quality control procedures.

- Testing new products and services.
- Analysis overall performance of Company's Technical Staffs.
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Technical Support Supervisor

- Handling all the internet related problems from all over Nepal.
- Leading 50 + staff (technical support L1 agents, L2 Engineers , team leaders).
- Handling escalations of L2 teams and working with other teams/departments within the company to resolve the issue.
- Analyze performance metrics to identify trends, identify areas for improvement, and develop strategies for improving performance.

2.Dish Media Pvt. Ltd. (Dishhome) (August 2023 – February 2024)

Network Engineer

- Routers/switches/OLTs configurations.
- Monitoring and analyzing overall internet traffic and maintain it.
- Handling escalations from Customer support department.
- Site survey and Designing internet network for enterprise customers.
- Troubleshooting internet related issues from overall network.

3.Chaudhary Group (February 2024- current)

IT and System Executive (CGIP)

- Managing /Handling all the IT infrastructures of CG Industrial Park.
- Windows server: Active Directories.
- Network Administrator.
- SAP server, Swastik Server, NAS server.
- Surveillance/Monitoring and managing of 1000+ CCTV cameras and its network: EZVMS.
- Devices Configuration: Mikrotik , SOPHOS firewall, I2 Switches.
- Coordinating with Vendors regarding the projects/ IT requirements.
- Closely monitoring logistic team of every unit's store.

Skills

- **Strategic Planning:**
Demonstrated ability to develop and implement strategic plans that align with organizational objectives.
- **Decision-Making:**
Proven track record of making sound decisions based on data analysis, research, and best practices, resulting in improved operational efficiency and cost savings.
- **Computer hardware Development, analysis, testing and troubleshooting skills.**
- **Excellent knowledge of computer Networking devices like Routers, APs, POE switches(I2,I3), OLT.**
- **Security Awareness:**
-Understanding of cybersecurity principles and best practices to prevent, detect, and respond to security threats.

-Knowledge of firewall configurations, antivirus software, intrusion detection systems, and data encryption.

- Excellent knowledge of Enterprise Network:

-able to design and develop internet network of any organization.

-able to configure POE switches, I3 devices like Mikrotik router also able to deploying any AP, CCTV cameras with NVR/DVR, any I/O devices.

-able to monitor internet link on enterprise network.

- Good knowledge of BNG, PE routers, L2/L3 Switches, POP, OLT, Splitter, ONU/ONT, GPON/EPON technology, Network architecture.
- Good knowledge of monitoring tools like Zabbix, Nagios, LibreNMS, Cacti.

Declaration

All the above mention statements are true & correct to best of my knowledge & belief. I assure you that with my endeavors I will prove myself best & beneficial for the company. Reference to be provided upon request.

Binayak kattel

Location: Nawalparasi, Chaudhary Group Industrial Park

