

Milan Rai

IT Support Analyst

XXXX XXXXX XXXX Australia

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PROFESSIONAL SUMMARY

Experienced IT Helpdesk Support Engineer with more than X years of experience. Leverages technical expertise on system administration to provide user support. Extensive experience monitoring, tracking and evaluating global IT infrastructure incidents

TECHNICAL SKILLS

- A+
- N+
- Windows/Linux/Mac OS X
- Office 365 administration
- Windows Server – AD, DHCP, DNS
- Ticketing System - Zendesk
- Printer Support
- VoIP Phone Support – MiTel
- Remote Support - AnyDesk
- XYZ
- ABCD
- ABCD SYC
- XYZ ABC
- ABCDEF

PROFESSIONAL EXPERIENCE

IT Helpdesk Officer

ISOP NEPAL

Aug 2016 – Present

- Providing Level 1 support to the clients
- IP Phone system management.
- AD, WSUS, DHCP, VMware administration.
- Office 365 management.

Desktop Support Engineer

Mercantile Office System

May 2009 – Oct 2010

- Provided technical support for corporate and residential clients with hardware installation, OS installation and troubleshooting windows & Mac environment.
- Configured networking devices and installation.
- Server installation DHCP, AD, DNS at corporate level.

EDUCATION

Bachelor of Business Studies: Management

Graduated 2000

Shanker Dev Campus, Nepal

CERTIFICATION

- Microsoft Certified Professional (MCP)
- Certified Secure Computer User (CSCU)