



Suraj Paudel

IT Support

Total 7 years' experience
GULF Experience 5 YEAR
India Experience 2 Year
Abu Dhabi UAE.

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Professional Summary

Motivated IT Help Desk Technician responsible for providing technical support and assistance. interact with customers by phone Email in-person to resolve their Computer,Laptop,Network,Printer,Email, problems related to software and hardware issues to help them get back up running smoothly again..

• Skills

Work Experience in U.A.E

Securetech.LLC Since:06/07/2022

Abu Dhabi

Job Role: 1.Helpdesk Operator, 2.IT Support 3.Service Coordinator, 4.Clientst Report preparing, 5.Timesheet Attendance Preparing, 6.Handling Ticketing System Manage Engine Service desk Pulse, 7.CCTV Operator,

TOTAL SECURE IT SERVICES.LLC

Abu Dhabi

2020-2022

Job Role: IT Support installing windows in new laptop Desktop Mac all application MS office 365 Auto cad photo shop Adobe Acrobat joining Domain Active Directory upgrading ram hard disk / outlook setup maintenance troubleshooting /hardware / software / network / router configuration / access point / printer Scanner Setup/data backup / End User Support/ Remote User Support / CCTV Installation & Configuration on IP Domain Server with DDNS.

DUBAI work Experience

ELITSER IT SERVICES

26-Sep-2019 to 01-June-2020

Job Role: IT Field Support Engineer in ENBD BANK DUBAI

Received help tickets from users and delegated tasks to appropriate departmental personnel.

Provided on-phone and Online support for users of extended Company communication network to facilitate effective operation of IT resources.

Delivered troubleshooting solutions to departments and console operators experiencing difficulties with software, hardware, and network connectivity.

Implemented improved assessment and analytical techniques for further achievement of identified departmental goals.

Windows Migration Backup PST backup restore

Printer network set-up wired wireless network scanning.

Active Directory Domain User Support

Window Server,Windows 7/8/10/ MAC Installation setup Support

Work Experience in BAHRAIN

Company: Advance Personal Computer Bahrain,

Position IT Support Technician

June 2015–January 2017

IT Support Sales Executive Office visiting for new installation maintenance

PC, laptop upgrading repair Data Recovery

Work Experience in India

Company Annapurna Enterprises IT Services India,

Position Desktop Support Engineer

April 2017–August 2019

Took help ticket jobs assigned by IT supervisor and recorded ticket results for reporting and record-keeping.

Worked closely with IT team members and supervisors to improve troubleshooting skills and situation analysis.

Assisted users with implementing new software and network infrastructure to ease transition to new technology assets and planned operations.

Supported senior technicians with complex tasks and time-sensitive achievements to meet client expectations and user needs on an identified schedule

Education

IT Desktop Support Engineer Diploma CMS. Computer

Management System India

Bachelor of Business Administrator

Himalayan University

Hobbies and Interest

STUDYING AND SELF PRACTICE WITH NEW

TECHNOLOGIES DEVICES

LANGUAGES

ENGLISH/ ARABIC /HINDI /URDU/NATIVE