



## Binod Lamichhane

**DATE OF BIRTH:**  
28/02/1994

### CONTACT

Nationality: Nepalese

Gender: Male



Satwa, null  
Dubai, United Arab Emirates



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### ABOUT ME

I aspire for a Challenging position where I can enhance my skills and strengthen my performance in adding value with organization's motto. I am a self motivated achiever with an ability to plan and execute.

### WORK EXPERIENCE

**10/11/2020 – CURRENT** – Sharjah, United Arab Emirates

#### Customer Service Associate

PureHealth

- Greet and welcome the passengers.
- Update the details of Passengers in the systems accurately.
- Answer the passenger's query and Support them.
- Update the stock available in the assigned Gate Daily into the System.
- Assist and coordinate between the team members in the different zones.
- Update the number of samples both physically and in the System.
- Follow any other instructions assigned by Supervisor.

**25/06/2020 – 09/11/2020** – Dubai, United Arab Emirates

#### Data Entry Operator

SSB Bazzar General Trading LLC

- Monitor the financial transaction in the System.
- Keep record of the monthly transaction throughout the company.
- Enter the daily transaction in the system.
- Make daily report in the excel and present the data using pivot table.
- Submit the weekly and monthly report to the supervisor.
- Manage the banking system.

**08/04/2018 – 03/03/2020** – Dharan, Nepal

#### IT Support Engineer

Code IT Pvt Ltd

- Download, install and configure computer hardware, software and server, network systems.
- Verify functionality of hardware and software components.
- Resolving complaints and issues.
- support problems in a timely manner.
- Ensure optimal performance of desktop computer systems.
- Setting up computer workstations including peripheral devices.
- Diagnosing and solving software faults.
- Assist in the management of software deployment/upgrades, license subscriptions, inventory, contracts and renewals.
- Monitor network to ensure network availability to all system users and perform necessary maintenance to support network availability.
- Analyze and resolve end-user workstation problems.

### EDUCATION AND TRAINING

**15/12/2013 – 23/08/2018** – Dharan, Nepal

#### Bsc in Computer Science & Information Technology

Tribhuvan University

**2009 – 2013** – Dharan, Nepal

## High School Degree

Prabhat Higher Secondary School

2009 – Dharan, Nepal

## School Leaving Certificate

Gyanodaya Higher Secondary School

## JOB-RELATED SKILLS

### Job-related skills

- Good Knowledge of **TCP/IP, OSI Layer**, their working mechanism.
- Knowledge of Networking Protocols and protocols related to these layer.
- Good knowledge of **TCP/UDP, FTP, HTTP, TELNET, SSH.**
- Knowledge of Cisco Routing Algorithms, protocols such as RIP, OSPF, VLAN.
- knowledge of working mechanism of **DNS, DHCP.**
- Basic knowledge of Packet Filtering technique with Wireshark.
- Basic Knowledge of Cloud Technologies Azure and AWS.
- Proven experience of software install, upgrade, data backup and recovery.
- Knowledge of Resolving LAN/WAN issues.
- Excellent Capability to work with ERP ,Inventory Systems & Data Entry Systems.
- working knowledge of Networks, or Software development.
- working knowledge with Database Management Systems.
- Proven knowledge of working with **SQL Queries.**
- Knowledge of working with Advance excel functions such as Vlookup, Pivot table, Data Slice and Dice.
- Knowledge of working with BI and Reporting Tool Tableau, Excel.
- Knowledge of CRM Tools ZOHO and Salesforce.

## OTHER SKILLS

### Other skills

- Curious : Always eager to learn new things.
- Good Communication Skills.
- Result-Oriented.
- Ability to work under pressure and project with tight deadlines.
- Team Building : have experience of working with team with keeping mutual relationship.
- Problem Solving.
- Multi-tasking.
- Pay attention to detail.

## CERTIFICATIONS

### Certifications

- **CCNA 200-301, Implementing and Administering Cisco Solution, Cisco.**
- **Network Specialist provided by ICSI, UK.**
- **Fundamentals of Digital Marketing** - Google Digital Garage.
- **Google Analytics for Beginner** - Google Analytics Academy.

## VISA DETAILS



### Visa Status

*Visa Status : Valid Till 2023/04/23*

*Having Transferrable (Own Visa) with NOC.*