Rajesh Raut

Technical Support Assistant

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EXPERIENCE

Subisu Cablenet Ltd. - Baluwatar, Kathmandu   *November 2022 - Present*

Technical Support Assistant

- Provided first-level support to customers experiencing internet connectivity issues, router configuration problems, and other related concerns.
- Diagnosed and resolved technical issues, ensuring minimal downtime for customers and guiding them to achieve optimal network performance and satisfaction.
- Maintained accurate records of customer interactions, troubleshooting steps, and resolutions in the ticketing system, ensuring comprehensive documentation for future reference.

EDUCATION

Texas College Of Management and IT - Siphal, Kathmandu   *Oct 2023 - Present*

Bachelor in Information Technology

- Currently Studying Bachelor in Information Technology at Texas College of Management and IT

Goldengate International College - Battisputali, Kathmandu   *June 2019 -April 2021*

Highschool Degree(+2)

- Completed +2 majoring in Computer Science with a GPA of 3.50

Shree Bani Bilash Secondary School - Lohakot, Sankhuwasabha   *June 2019*

SEE

- Completed SEE GPA of 3.35 in 2019

SKILLS

Programming: Python, Java, C

Networking : Routing Switching, Vlan, NAT, Routing Protocols,ACL

Linux : Basic Linux Commands

OTHER

Certifications: [Cisco Certified Network Associate(CCNA)](#) - 2024

Academic Certifications:

- [Endpoint Security](#) - Cisco
- [Cybersecurity Essentials](#) - Cisco
- [Junior Cybersecurity Analyst Career Path](#) - Cisco