

AASHUTOSH SAPKOTA

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WORK EXPERIENCE

IT SUPPORT TECHNICIAN AT MERCENTILE COMMUNICATIONS, KATHMANDU, NEPAL

Sep, 2020 - Nov, 2021

- Provided Tier 1 support for hosting services, troubleshooting Linux & Windows Server Issues, managing DNS, FTP, cPanel, and email configurations.
- Managed user accounts via Azure AD, including password resets, group policy updates and Azure synchronization.
- Utilized ZenDesk for ticketing and Hubspot CRM for managing customer interactions and updates.
- Managed Microsoft 365 suite, including Exchange Online, Teams, SharePoint, OneDrive, and Outlook, overseeing user account setup, permissions, troubleshooting, and implementing security features like MFA and DLP policies.
- Handled support calls for over 15 users daily, introduced automated call handling technology, improving response time by 20% and reducing manual call management by 30%.

EDUCATION

COMPUTER SYSTEM TECHNICIAN - NETWORKING AT CENTENNIAL COLLEGE, SCARBOROUGH, ONTARIO

Jan, 2022 - June, 2023

PROJECTS

MILAN DESK: HOMELAB CREATED FOR HELP DESK TICKETING SYSTEM

Aug, 2024

- Set up an Ubuntu server on DigitalOcean with LAMP stack for osTicket.
- Integrated and managed user accounts through Active Directory.
- Configured MySQL with SSL, user permissions, and automated backups.
- Implemented multi-level support with custom roles, departments, and SLAs.
- Developed a Node.js API for real-time ticket monitoring and SMS alerts.

DYNAMIC PORTFOLIO WEBSITE WITH FULL-STACK INTEGRATION

Jan, 2024 - Aug, 2024

- Deployed portfolio website using node.js & apache as backend services and VScode Server for remote development.
- Configured DNS and email services with Cloudflare and Postfix SMTP ensuring secure and reliable communication.
- Implemented Apache reverse proxy to seamlessly route traffic across multiple services and manage service isolation.
- Automated service management with systemd and set up automated backups using BorgBackup.

SKILLS

CRM Management: Hubspot, Salesforce | Ticketing System: ZenDesk, Osticket | Communication Tools: Slack, Microsoft Teams, Zoom | Developer Tools: Git, VsCode, PostMan, VercelCLI, Putty | Operating System: Windows, Linux, MacOS | Virtualization & System Administration: Active Directory, PowerShell, VMware, Hyper-V | Cloud Computing & Storage: Azure, Digital Ocean, Vulture | Microsoft 365 & Office, FTP, SMTP, Canva, Unix, JS (Beginner)

CERTIFICATIONS

INTRODUCTION TO TECHNICAL SUPPORT - IBM, INTRODUCTION TO COMPUTERS - MICROSOFT, CORE 1: HARDWARE AND NETWORK TROUBLESHOOTING - IBM, TECHNICAL SUPPORT FUNDAMENTALS - GOOGLE