

SAMUN SHRESTHA

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Objectives

Self-motivated, diligent, and highly enthusiastic university student pursuing Bachelor of Science in Information Technology.

Education

Bachelor of Science | Towson University, Towson, MD

August 2018 – Present

Major: Information Technology, Junior

GPA: 3.8 out of 4.0

Earned Dean's List Recognition for every semester for outstanding academic performance

Coursework includes Statistics, Data and Information Management, System Administration, Network Management, Web Technologies, Information System Security, Computer Science, and Business Writing

Currently enrolled in upper-level System Architecture and Applied Data Mining and Visual Analytics class

Google IT Support Professional Certificate | Google LLC

July 2020

Eight-month IT support program that covers troubleshooting, customer service, hardware, networking, operating systems, system administration, security, and includes hands-on labs on Windows and Linux operating systems

Skills

HARD SKILLS

- Programming Languages: C++, SQL, HTML, CSS, JavaScript, Java, Python, R, and PowerShell
- OS: Windows 10, Mac OS X, and Linux
- Database Administration
- Microsoft Office 365 including Project, SharePoint, Power Automate, and Flows
- Data Science, AI, and Machine Learning
- Mobile Apps Development
- Troubleshooting network and system errors
- Business Writing and Communication
- Adobe Photoshop and Animate
- Zoom, WebEx, and Skype
- Social Media: Facebook, Twitter, Instagram, WeChat, TikTok, Pinterest, Quora, and Etsy

SOFT SKILLS

- Customer Service
- Time-management
- Multi-tasking
- Work Ethics
- Teamwork
- Problem-solving
- Adaptability
- Leadership
- Positive Attitude
- Decision Making
- Conflict Resolution
- Communication: Written and Verbal
- Languages: English, Nepali, Hindi, Urdu, Newari, and Spanish (A2 level)

Experience

Volunteer | Baltimore Association of Nepalese in America (BANA)

December 2020 – January 2021

- Provided assistance to distribute groceries, mask, and sanitizer to people in need through community outreach using social media and other means
- Organized weekly tasks using Google Calendar
- Provided technical assistance for e-mail, network, telecommunication, projector, and printing newsletter
- Increased intercultural fluency by interacting with people from diverse background to work through communication challenges
- Assisted underprivileged, non-English speaker, and non-technical people to fill out Covid-19 vaccination and other forms electronically

Sandwich Artist & Customer Server | Galleria Subway Inc, Timonium, MD

October 2019 – March 2020

- Gained customer-service skills by maintaining welcoming atmosphere and greeting customers as they enter the store
- Boosted communication skills by successfully interacting with 50+ customers regularly at storefront and answering customer's telephone calls
- Developed problem solving ability by responding to customer inquiries through email
- Provided multi-language customer support

Activities

Member | Towson Opportunity in S.T.E.M (TOPS)

August 2018 – Present

- Achieved Title of Student STEM Director Circle for academic excellence and leadership
- Assisted new TOPS members to familiarized with college life and academic works
- Strengthened interpersonal skills by providing tutor assistance to TOPS members on mathematics and IT related subjects
- Organized bi-weekly cohort meetings to plan TOPS events
- Welcomed guest speakers to give their speech through Zoom or WebEx

Member | South Asian Association Club (SASA)

August 2018 – Present

- Used social media to advertise SASA events
- Bolstered teamwork skills by preparing and serving South Asian cuisine to the attendees of SASA events as a SASA team
- Organized Bollywood dance program to cherish the diversity of culture of Towson University
- Represented SASA during Big event. Worked as a Volunteer to lift heavy computer materials and transport various equipment for recycling at Baltimore city