SAMUN SHRESTHA

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Objectives

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

Education

Bachelor of Science | Towson University, Towson, MD

August 2018 – Present

Major: Information Technology, Senior

GPA: 3.8 out of 4.0

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

Coursework includes Applied Data Mining and Visual Analytics, System Architecture and Integration, Advanced Data Management, Disaster Recovery and Business Continuity, Project Management, Business Writing, Statistics, System Administration, Information System Security, and Web Technologies

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 OS

Skills

HARD SKILLS

- Programming Languages: C++, SQL, HTML, CSS, JavaScript, Java, Python, R, Ruby, and PowerShell
- OS: Windows 10, Mac OS X, Linux, and Unix
- Cloud Computing: AWS, Google cloud, and Azure
- Database Management and Administration
- Data Science, AI, and Machine Learning
- Mobile Application Development
- Computer Reconditioning
- Troubleshooting technical issues for end users
- Business Writing and Communication
- Proficient in Microsoft Applications
- Experienced in Adobe Acrobat, Photoshop, Illustrator, and Animate
- Proficient in Zoom, WebEx, MS Teams, and Skype
- Social Media: Facebook, Twitter, Instagram, WeChat, TikTok, Pinterest, Reddit, Quora, and Esty

SOFT SKILLS

- Customer Service
- Communication: Written and Verbal
- Multi-tasking
- Work Ethics
- Teamwork
- Problem-solving
- Adaptability
- Leadership
- Positive Attitude
- Decision Making
- Conflict Resolution
- Creative and Critical Thinking
- Time Management
- Foreign Languages: Nepali, Hindi, Urdu, Newari, and Spanish

Work Experience

IT Support | Office of Technology, Towson University

May 2020 – Present

- Provide on-phone, in-person, and remote support for users of campus to facilitate effective operation of IT resources
- Deliver troubleshooting solutions to departments and console operators experiencing issues with software, hardware, and network connectivity
- Receive help tickets from users on campus and delegate tasks to appropriate IT staffs
- Install, upgrade, and service over 100 Windows and Mac computers for faculty and staff
- Prepare Windows AV report to notify managers about high-risk computers and assist senior IT technicians with complex tasks and time-sensitive achievements to meet client expectations
- Assist faculty and staff to manage and use different applications such as Zoom, WebEx, Virtual Workspace, Remote Desktop Connection, and NetID Management tools

Research Assistant | Dept. of Computer and Information Science, Towson University

October 2020 – Present

- Conduct deep research into IoT intrusion detection system that leverage machine-learning based fingerprinting
- Develop IoT applications using Raspberry Pi, Pico, and MS Launchpad to test and perform memory acquisition in Linux environment
- Participate in regular weekly meetings to report progress and enter research data based on completed research experiments

Activities

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

August 2018 – Present

- Assist new students admitted to TOPS program to familiarize with college life and help them choose career and educational program that best fit their interest
- Support new students with class registration, academic plans, and campus technologies
- Organize bi-weekly cohort meetings to provide information about internship and volunteer opportunities to newly admitted students at Towson University
- Boosted communication and interpersonal skills by tutoring TOPS students on IT related courses

Volunteer | Baltimore Association of Nepalese in America (BANA)

December 2020 – January 2021

- Assisted non-English speakers, senior citizens, and non-technical individuals to fill out Covid-19 vaccination form electronically to schedule COVID-19 vaccine appointments
- Helped distribute groceries, masks, and sanitizers to people in need through community outreach
- Provided technical assistance for e-mail, network, telecommunication, desktop computer, projector, and printer
- Increased intercultural fluency by interacting with people from diverse background to work through communication challenges