

Osan Paudel

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PROFESSIONAL SUMMARY

IT Support professional with hands-on experience troubleshooting Windows systems and supporting multiple users in fast paced environments. Certified in Google IT Support and Microsoft Azure (AZ-900), with strong knowledge of Active Directory, networking, and cloud environments.

TECHNICAL SKILLS

- Operating Systems: Windows 10, Windows 11
- Networking: TCP IP, DNS, DHCP, Wi Fi troubleshooting
- Directory Services: Active Directory, user account management, password resets
- Cloud: Microsoft Azure Fundamentals AZ 900
- Technical Support: Software installation, system diagnostics, account recovery
- Programming: Java, Python, JavaScript, C Sharp, HTML, CSS, PHP

PROFESSIONAL EXPERIENCE

Operations Support Associate

Amazon Fulfillment Center | June 2024 to April 2026

- Validated 500+ data entries per shift using internal systems to ensure accuracy
- Investigated and resolved 20+ data-related issues daily using structured troubleshooting methods
- Identified root causes of recurring errors, contributing to a 30% reduction in inconsistencies
- Collaborated with 5+ cross-functional teams to maintain workflow efficiency

IT Support Assistant

Hetauda School of Management, Nepal | December 2022 to July 2023

- Provided technical support to 50+ students and staff in a Windows-based environment
- Installed and configured 30+ systems, including OS and software applications
- Troubleshot network issues, reducing connectivity problems by 25%
- Managed 100+ user accounts, including password resets and access control
- Maintained 20+ lab computers, minimizing downtime and hardware failures

PROJECTS

Active Directory Home lab

- Set up Windows Server as a Domain Controller using VirtualBox
- Installed and configured Active Directory Domain Services
- Created and managed users and groups
- Performed password resets and basic account management

Education

Computer System Technician Software-Support, Mohawk College, Canada

High School Computer Science, Hetauda School of Management, Nepal