

Rajan Gurung

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PROFESSIONAL SUMMARY

Dedicated IT Supervisor with proven leadership and technical expertise across various industries. Experienced in overseeing IT systems implementation, maintenance, and troubleshooting to ensure seamless operations. Skilled in software and hardware configuration with a strong focus on customer service.

WORK EXPERIENCE

IT Supervisor

Haward Technology Middle East, Ajman, UAE

Oct 2021 - Present

- Lead and guide the IT team, aligning efforts with departmental goals and objectives.
- Oversee the implementation, maintenance, and troubleshooting of IT systems, networks, and infrastructure.
- Prepare comprehensive reports and documentation on IT operations and performance metrics.
- Manage Active Directory, including user account provisioning and group policy administration.
- Administer Microsoft 365, overseeing user account creation and licensing management.
- Configure and maintain Windows Server environments (2019 & 2022) to ensure optimal performance and security.
- Troubleshoot system and network problems, providing efficient resolutions for software and hardware issues.
- Collaborate with vendors for warranty repairs and on-site services, prioritizing hardware issuance based on service requests.
- Update and maintain IT asset inventory and service catalog items, ensuring service availability across the organization.

Customer Service Associate

Legoland Dubai, Dubai, UAE

Oct 2018 - Sep 2021

- Provided exceptional customer service, ensuring guest safety and satisfaction.
- Resolved guest complaints and issues effectively, enhancing the overall experience.
- Communicated promotional campaigns to guests, improving customer engagement.

IT Admin Assistant

Thrive Brokerage House Pvt. Ltd, Kathmandu, Nepal

Feb 2013 - Sep 2017

- Maintained daily reports and provided updates to management.
- Entered stock transaction data and generated reports using specialized software.
- Troubleshoot computer and network issues, performing necessary updates and repairs.

Hardware Software & Networking Technician

Zend Lance Computer Solution, Kathmandu, Nepal

Jan 2011 - Dec 2013

- Assembled and repaired desktops and laptops, ensuring proper installation of software and drivers.
- Provided technical support and troubleshooting for hardware and network issues.

EDUCATION

Diploma in Information Technology (Level 4, 5 & 6) (In Progress)

SKILLS

- Active Directory Management
- Microsoft 365 Administration
- Windows Server 2019 & 2022
- Microsoft Exchange Management
- Excellent Customer Service Skills
- Effective Communication and Interpersonal Skills
- Proficient in Microsoft Office Suite