

ASHOK NEUPANE

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EXPERIENCE

Support executive officer lvl 2

IMS Software Pvt. Ltd

03/2022 - 02/2024 Butwal,Chauraha

It is a software company which provides accounting software for trading organizations.

- Database analysis
- Support department
- System Analysis
- Bug troubleshooting
- Traning/ Follow-up
- Android Software tester

EDUCATION

SEE

Tribhuvan University Kathmandu

Date period

+2 Degree

Canon secondary school

Date period

Bachelor in Computer Application

Tribhuvan University Kathmandu

04/2020 - Present

SKILLS


Database analysis System troubleshooting

Customer collaboration System support

Hosting web version's /Api

Tool / Technology

ACHIEVEMENTS

 System Troubleshooting and support

I'm particularly proud of my achievements in system troubleshooting and customer support . In my role at IMS Software Pvt Ltd, I consistently achieved a 95% customer satisfaction rate by delivering exceptional service and developing an FAQ guide that reduced average resolution times by 30%. Additionally, I successfully diagnosed and resolved a critical system bug, significantly improving system stability. My implementation of a ticket categorization system further enhanced resolution speed by 25%, demonstrating my ability to improve processes and deliver effective technical support.

TRAINING / COURSES

Issue Troubleshooting

Sql database operations

Web Development

Networking and maintenance

PASSIONS

 Full stack developer

 Database Administrator