Yuddha Hang Thulung Tongdochyo

Customer Service Representative

Honest, hard worker and punctuality is my major character besides I'm a Cyber Security student of Texas college of Management and IT.

CONTACT

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EDUCATION

Bachelor in Cyber Security

Texas College of Management and IT / kathamandu / February, 2021 - Present

I have starting my college in Information Technology due to rapid growth technology and of course my interest too.

SKILLS

- Skilled in basic computer application - Expert
- Communication skills - Experienced
- Basic Networking and Cybersecurity - Skillful
- cyber security - Skillful
- LInux - Skillful

LANGUAGE

Nepali ● ● ● ● ●

English ● ● ● ● ○

ACHIEVEMENTS

○

EXPERIENCE

Customer Service Representative

IT Support / Kathmandu, Dhumbrai / December, 2023 - Present

In my role at Websurfer Nepal Communications Pvt. Ltd., I serve as a Customer Service Representative specializing in IT support. My responsibilities include answering phone calls, responding to customer queries, and providing service information. Additionally, I transfer customer calls to the appropriate staff to ensure efficient problem resolution. As part of my duties, I contribute technical expertise to assist customers effectively and bring a unique blend of technical proficiency and creative flair to my work, aligning with the role of an IT Technical Support Specialist L1.

TRAINING/CERTIFICATIONS

Basic Computer

Nplus Axis / 2018

I was able to certified with Basic Computer course which I was able to pass without any proper preparation.

AWS Academy Cloud Foundations

Texas College of Management and IT / 2023

I was able to learn about Cloud Computing in detail. How cloud computing is easier, safer and easily accessible across different devices all over the world. It is more easier to lunch a webserver using a AWS rather than hosting own.

Python Beyond Basic Challenges

Programiz / 2023

Gain a basic knowledge of python programming. How python program works and its applications.

Java Theoretical Understanding

SoloLearn / 2019

I was able to gain a knowledge of Java programming.

Hindi

Nepali Rai

PROJECTS

IOT(Internet of Things)

Our team was able to build a Smart Door Lock, in which
doors or any entrance point can be open and close remotely.
I lead my team to create a successful project and was able to
present on science exhibition.

REFERENCES

Nawaraj Sir

Texas college of Management
and IT

9840031229