

Pralesh Pote

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SUMMARY

IT Support Specialist with **6+ years of experience** supporting Windows environments, Microsoft 365, Active Directory, Windows Server, and enterprise IT infrastructure. Supported **65+ users** across multiple business locations, managed **200+ IT assets**, and resolved **40–50 IT support requests weekly** through osTicket. Skilled in troubleshooting hardware, software, networking, printers, and user access issues while delivering reliable technical support.

TECHNICAL SKILLS

- **Operating Systems:** Windows 10/11, Windows Server
- **Microsoft Technologies:** Microsoft 365, Outlook, Microsoft Teams, Active Directory, Microsoft Entra ID (Azure AD)
- **IT Support:** Tier 1–3 Technical Support, End-User Support, Help Desk & Service Desk, Desktop & Laptop Support, User Provisioning, Password Resets, Hardware & Software Troubleshooting, Printer Support, Remote Support, IT Asset Management
- **Networking:** TCP/IP, DNS, DHCP, Sophos SSL VPN (OpenVPN Client Configuration), LAN/WAN, Wi-Fi, Network Switching, Firewalls, Dual ISP Connectivity
- **Infrastructure & Cloud:** Windows Server Administration, VMware, Microsoft Azure, Azure Virtual Machines, PBX/VoIP, CCTV, Access Control Systems, POS Systems, Digital Signage
- **IT Service Management & Tools:** osTicket, Incident Management, Ticket Management, Technical Documentation, Google Workspace

EXPERIENCE

EV Buddy Inc.

Aug 2025 - Jan 2026

IT Intern - Systems Operations

New Jersey, United States

- Supported Azure-based infrastructure initiatives, application deployments, system testing, troubleshooting, and technical documentation while collaborating with development and project teams.
- Assisted with REST APIs, microservices, **React** applications, testing, deployment, troubleshooting, and technical documentation while working in an Agile environment.
- Prepared technical presentations, project documentation, and implementation materials to support internal teams and business stakeholders.

Cinestar Private Limited, BigMovies

Mar 2018 - Sep 2024

IT Systems & Support Specialist

Kathmandu, Nepal

- Managed IT infrastructure across **2 cinema locations**, supporting **65+ employees**, maintaining **200+ IT assets**, and resolving **40–50 technical support requests each week** through osTicket.
- Installed, configured, and supported desktops, laptops, printers, and peripheral devices while providing remote and onsite technical assistance to end users.
- Administered **3 Windows Servers**, **1 application server**, Microsoft 365, **Active Directory**, Windows desktops, networking equipment, firewalls, dual ISP connectivity, PBX phone systems, CCTV, access control systems, POS terminals, and digital signage, supporting reliable day-to-day IT operations across two business locations.
- Created and managed Active Directory user accounts, reset passwords, assigned permissions, **provisioned Microsoft 365 email accounts**, prepared new employee workstations, configured Sophos SSL VPN access by generating and distributing OpenVPN (.ovpn) client configuration files, and provided Tier 1–3 support for Microsoft 365, Windows, hardware, software, printers, POS systems, and network connectivity issues.
- Maintained and supported an environment with **50 desktops**, **20 POS terminals**, **20 printers**, **18 IP phones**, **64 CCTV cameras**, and 12 access control devices, performing preventive maintenance, hardware upgrades, software installations, and asset lifecycle management.
- Diagnosed and resolved TCP/IP, DNS, DHCP, wireless, firewall, ISP, and VPN connectivity issues to restore secure and reliable network access for employees.
- Worked with software vendors, ISPs, website developers, payment providers, and internal departments to deploy new systems, coordinate software updates, maintain technical documentation, support backup and recovery processes, and improve day-to-day IT operations.

Subisu Cablenet Limited

Aug 2017 - Mar 2018

L1 Technical Support Specialist

Kathmandu, Nepal

- Resolved **20–30 customer support requests daily**, providing remote and onsite technical support for internet connectivity, modem configuration, and network-related issues while meeting service expectations.
- Installed and activated **DOCSIS** cable modem services, registered customer devices through MAC address binding, diagnosed connectivity issues, and partnered with Tier 2 and Tier 3 engineers to resolve complex technical problems.

PROJECTS

- **Nexus AI** – Built an AI-powered task management platform using Python, FastAPI, PostgreSQL, React, and Tailwind CSS.
- **ERP Implementation** – Cinestar Pvt. Ltd.: Supported ERP deployment, testing, UAT, rollout, training, and post-go-live support across 20+ systems.

EDUCATION

Indiana Institute of Technology

Oct 2024 - May 2026

Master of Science in Information Systems

Fort Wayne, United States

- **Outstanding Graduate Award Nominee**
- **Selected for Alpha Chi National College Honor Society (Top 10% of Class)**

Islington College

Sep 2014 - Sep 2017

Bachelor of Science in Networking and IT Security

Kathmandu, Nepal

CERTIFICATIONS

Google IT Support Professional Certificate

- Technical Support Fundamentals
- System Administration and IT Infrastructure Services

CompTIA A+ (In Progress – Expected 2026)