

SWAPNEEL SINGH THAKURI

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SUMMARY

Motivated and dedicated Senior Support Executive with over 5 years of experience at Dynamic Technosoft Pvt. Ltd. Skilled in ERP product support, issue analysis, troubleshooting, and testing. Strong ability to handle client queries, identify system bugs, and coordinate with development teams for timely resolution. Currently learning DevOps at an entry level to expand career opportunities and transition into technical roles.

WORK EXPERIENCE

Senior Technical Support Executive – Dynamic Technosoft Pvt. Ltd. 2023 – Present

- Install, configure, and maintain computer hardware, software, systems, networks, printers, and scanners.
- Monitor and maintain computer systems and networks for smooth operation.
- Test and evaluate new software features; perform QA manual testing.
- Document issues and provide clear steps toward solutions.
- Provide client support, training, and follow-ups.

Technical Support Executive – Dynamic Technosoft Pvt. Ltd 2020 - 2023

- Install, configure, and maintain computer hardware, software, systems, networks, printers, and scanners.
- Monitor and maintain computer systems and networks for smooth operation.
- Test and evaluate new software features; perform QA manual testing.
- Document issues and provide clear steps toward solutions.
- Provide client support, training, and follow-ups.

Python Programming Intern – Oasis Infobyte 2024

- Completed Python internship with practical project development.
 - Developed mini-projects including Voice Assistant, BMI Calculator, and Random Password Generator.
 - Gained hands-on experience in Python programming and problem-solving.
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PROJECTS

Voice Assistant (Python)

A Python-based voice assistant that understands voice commands using speech recognition and responds through text-to-speech.

BMI Calculator (Python)

A simple Python program that calculates Body Mass Index using user-provided height and weight. It classifies the result into standard health categories such as underweight, normal, or overweight.

Random Password Generator (Python)

A Python application that generates strong, secure random passwords using letters, numbers, and special characters. It allows users to customize password length for improved security.

TECHNICAL SKILLS

- ERP Functional Testing
 - Client Support & Troubleshooting
 - Bug Reporting & Documentation
 - Basic Database Understanding
 - DevOps (Beginner Level): Linux Basics, Git/GitHub, CI/CD Concepts, Docker Fundamentals
 - Tools: Postman, Visual Studio 2019, RDLC Report Designer
 - Database: MsSQL
 - Version Control: Git/GitHub
 - Office Tools: MS Excel, MS Office
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EDUCATION

D.A.V.R.B. KEDIA SECONDARY SCHOOL
+2, Computer Science

Passed Year - 2020

Shalom Secondary School
S.L.C

Passed Year - 2015

CERTIFICATION

- Employee of the Month – Dynamic Technosoft Pvt. Ltd.
- CCNA (Routing & Switching) – Network King Nepal
- Operating System Basics – Network Academy
- Python Essentials 1 – Network Academy
- Professional Ethical Hacking Training – Code It