

ASWIN MAINALI

BBA Student | Technical Support • QA Testing • Cybersecurity • AI & Automation Enthusiast

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PROFESSIONAL SUMMARY

Technical support professional with experience across frontline help desk, software user support, and support operations management in client-facing IT environments. Strong in issue triage, troubleshooting, escalation handling, and clear client communication, with a track record of resolving cases reliably and improving documentation and support processes. Currently completing a Bachelor of Business Administration and expanding into QA testing, cybersecurity, and AI & automation. Well suited to Technical Support Specialist, Help Desk Technician, Client Support Analyst, QA / Support, and IT Support roles.

CORE SKILLS

Support & Service	Technical support, help desk, customer service, client communication, ticket follow-up, escalation handling
Troubleshooting	Software troubleshooting, incident triage, issue diagnosis, root-cause analysis, recurring-issue tracking
Operations	Case management, documentation, process improvement, support coordination, team mentoring
Emerging Tech	QA testing fundamentals, cybersecurity fundamentals, generative AI & automation tools
Development	React, TypeScript, Supabase / Postgres, Git, REST APIs, responsive web app development
Tools	Windows environment, Microsoft Office, email-based support, remote/user support, ticketing & documentation
Mobility	Valid BC Class 5 Driver's Licence; own reliable vehicle

PROFESSIONAL EXPERIENCE

Technical Support Manager

May 2022 - Dec 2023

Pratham IT System Pvt. Ltd. - Kathmandu, Nepal · Hybrid

- Coordinated daily technical support operations and monitored open client issues to keep cases moving toward timely resolution.
- Owned client escalations end to end, providing clear status updates and calm, consistent communication until issues were resolved.
- Partnered with internal teams to diagnose software issues, clarify technical problems, and maintain consistent case management.
- Mentored support team members, strengthened troubleshooting documentation, and introduced more organized support practices.

Support Technician

May 2020 - Apr 2022

Pratham IT System Pvt. Ltd. - Kathmandu, Nepal · On-site

- Delivered frontline support to software users by diagnosing issues, answering product questions, and resolving service requests.
- Maintained responsive client communication and tracked recurring problems to ensure reliable follow-up on open tickets.
- Documented fixes, issue patterns, and troubleshooting steps, improving service consistency and future resolution speed.
- Contributed to smooth daily support delivery through teamwork, accountability, and a customer-first approach.

Software Support Technician Intern

Jan 2020 - Apr 2020

Pratham IT System Pvt. Ltd. - Kathmandu, Nepal · On-site

- Assisted with software support, issue logging, troubleshooting, and day-to-day user requests in a client-facing environment.
- Built hands-on experience in technical problem solving, support workflow discipline, and professional client communication.
- Supported the team in delivering accurate, timely service while developing troubleshooting and documentation habits.

PROJECTS

Budgetly - Personal Finance Web App

2024 - Present

Vite · React · TypeScript · Supabase · Netlify

- Built and maintain a full-featured personal finance web app, using hands-on troubleshooting, responsive design, REST APIs, authentication, and production deployment.
- Tested and fixed application issues including API-key exposure and Postgres row-level security bugs; improved maintainability with modular refactoring and TypeScript tooling.

EDUCATION

Bachelor of Business Administration (BBA) - Yorkville University, Vancouver, BC

Expected Dec 2026

LICENCES & CERTIFICATIONS

Valid BC Class 5 Driver's Licence | Own reliable vehicle

SQL (Advanced) Certificate - HackerRank (Credential ID 0DDCF6B15E7F)	Jul 2026
Analyzing and Visualizing Data with Microsoft Power BI - Microsoft	Jun 2026
Introduction to Cyber Security - SkillUp Coalition (Credential ID 10361973)	Jun 2026
Introduction to Generative AI - Google Cloud Skills Boost (Credential ID 10361731)	Jun 2026
Artificial Intelligence Beginners Guide - Simplilearn (Credential ID 10361522)	Jun 2026

HONORS & AWARDS

Certificate of Recognition - Yorkville University	Jun 2026
Certificate of Appreciation - Pratham IT System Pvt. Ltd.	Mar 2023
Best Student of the Class - Balmiki Providence College of Management	Feb 2019