



Amir Kusi

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• ABOUT MYSELF

Dedicated IT Support Engineer with experience in desktop support, hardware/software troubleshooting, Active Directory user management, remote support, and IT help desk operations. Skilled in resolving technical issues for end users, configuring systems and peripherals, and maintaining reliable IT operations. Familiar with networking, Windows environments, ticketing systems, and system security practices. Also experienced in web development using Python Django. Currently based in Abu Dhabi and available for immediate joining.

• SKILLS

Technical Support

Desktop & Laptop Troubleshooting | Hardware & Software Installation | Windows OS Support | Remote Support (RDP, TeamViewer) | Printer & Peripheral Support | Remote Support: RDP, TeamViewer | User Account Management | Password Reset & MFA Support | IT Help Desk Support | Ticketing Systems

Development

Python | Django | JavaScript | React.js | HTML/CSS

Networking

Router And Wi-Fi Setup | Basic networking | LAN/WAN Troubleshooting | Ip Configuration

Systems and Tools

Active Directory | Zendesk, | Jira | Version Control System (Git)

Microsoft Office

Microsoft Excel | Microsoft Word | Microsoft Access | Microsoft PowerPoint

• WORK EXPERIENCE

IT SUPPORT ENGINEER PARACOSMA, INC

- Resolved daily IT support tickets for end users.
- Supported desktops, laptops, printers, and peripherals.
- Managed Active Directory user accounts and permissions.
- Performed password resets and MFA troubleshooting.
- Provided remote support using RDP and TeamViewer.
- Installed and configured operating systems and applications.
- Assisted onboarding and offboarding processes.
- Maintained asset inventory and device records.
- Supported basic network and Wi-Fi troubleshooting.
- Escalated server and advanced network issues when required.

CURRENT - KATHMANDU, NEPAL

BACK-END DEVELOPER GENFOURTECH

- Developed backend systems using Python and Django
- Built REST APIs using Django REST Framework
- Managed databases and optimized application performance
- Implemented authentication and access control systems
- Collaborated with frontend developers and project teams
- Maintained code using Git version control

KATHMANDU, NEPAL

BACK-END DEVELOPER

- Developed and maintained web application features
- Optimized database operations and data handling
- Supported application security and user management
- Worked in collaborative development environments

● **PROJECTS**

- Improved office printing operations for 50+ users
- Reduced printer-related issues through centralized management
- Assisted users with printer troubleshooting and maintenance
- Built using Python Django and Django REST Framework
- Included room booking, guest management, and service tracking
- Developed secure APIs and backend management features
- Human Resource Management system built with Django
- Included employee management and payroll modules
- Implemented performance tracking and role-based access

● **EDUCATION & TRAINING**

JAIPUR, INDIA

BACHELOR OF COMPUTER APPLICATION - MANIPAL UNIVERSITY JAIPUR

Website: <https://jaipur.manipal.edu>

● **CERTIFICATIONS**

Google IT Support Certificate

Google Cloud Certification

Python with Django Certification

● **LANGUAGE SKILLS**

Mother tongue(s): **NEPAL BHASA**

Other language(s): **ENGLISH | NEPALI | HINDI**

● **ADDITIONAL INFORMATION**

Based in Abu Dhabi, UAE

Available for Immediate Joining

Interested in IT Support / Help Desk / Desktop Support Roles / Web Development
