**DEEPA KUNWAR**

**ADMIN | HELP DESK | ROTARACT MEMBER**

Contact Info

📞 +61 420959703

✉️ <mailto:deepakunwarchettri@gmail.com>

**PROFILE**

Motivated and organised professional with 1 year of experience as an Administrative Assistant, handling paperwork, managing calls, and supporting daily office operations. Additionally, completed 6 months of experience as a teacher, developing strong communication and interpersonal skills.

I am recognised as a dedicated and solutions-focused professional who demonstrates a strong commitment to continuous improvement.

**KEY ASSETS**

* **Hybrid Network Integration:** Experience in designing and deploying hybrid networks, integrating multi-vendor devices like Cisco, Fortinet, Huawei, and Ruijie.
* **Routing and Switching:** Expertise in routing protocols (BGP, OSPF, EIGRP) and switching technologies (VLANs, Trunks, STP/RSTP, LACP, Stacking).
* **Network Security:** Expertise in NGFW, UTM, SD-WAN, VDOMs, IPSec/SSL VPNs, High Availability/VRRP, IPS/IDS and secure enterprise rollouts.
* **Advanced troubleshooting**: Hand-on experience on sniffer and debug tools like Wireshark and NGFW inbuilt debug tools.
* **Technical Documentation:** skills in preparing detailed technical documentation like network topology diagrams, WLAN Site Survey Report, rollback plan.
* **Scripting/Automation:** skills in Python for network automation, Ansible playbook scripting, GitHub for version control.
* **Ticket Management:** Experience in ServiceNow and ConnectWise ticketing environment.
* **Experience administering** Azure AD, VMware, and server/desktop environments in enterprise networks.
* **Soft Skills:** Documentation, Communication, teamwork.

**PROFESSIONAL EXPERIENCE**

**IT SUPPORT OFFICER**

**Axiom Technologies, Australia | Aug 2023 –Present**

As an IT Support Officer at Axiom Technologies, I provide L1 and L2 technical support to enterprise users, ensuring seamless desktop, network, and application performance. I respond to incidents through ServiceNow, aligning with ITIL processes to deliver high-quality support.

* Delivered end-user support across network, desktop, printer, and VPN environments.
* Administered Azure AD accounts, managed IT assets, and maintained documentation aligned.
* Collaborated with the site IT coordinator to streamline support workflows.

**ACHIEVEMENTS:**

* Improved stakeholder confidence and cross-functional collaboration by providing full visibility into support case handling; held daily stand-ups with onsite coordinators to proactively address escalated technical issues.

**NETWORK ENGINEER**

**Neology Next Pvt. Ltd., Nepal | Jan 2019 – Jul 2022**

As a Network Engineer at Neology Next Pvt. Ltd., I was responsible for designing, deploying, and maintaining enterprise-grade network infrastructure across diverse customer environments. I collaborated closely with clients, to understand business needs and translate them into secure, scalable network solutions, in coordination with company’s COO.

* Designed and implemented network topologies including MPLS IPSec VPN, network segmentation, and secure access solutions, in close coordination with client and 3P vendors.
* Delivered detailed network documentation, rollback plans, and client-facing technical guides.
* Acted as an escalation point, resolving high-impact incidents and mentoring junior engineers.
* Led interoperability testing and successful deployment of multi-vendor hybrid systems.

**ACHIEVEMENTS:**

* Led a collocation project for a major bank in Nepal, from in-house to DC deployment, with major changes in network architecture by implementing redundancy and VDOMs in the existing infrastructure.
* Played crucial role in introducing and implementing Wi-Fi as a secure network alternative in the financial institutions, in Nepal, with proper ACL and network segregation in place.
* I took part in providing training for the junior engineers and represented the company in seminars by providing awareness in network security.

ADDITIONAL CAREER HISTORY

**FIELD ENGINEER**

**MNL Technologies Pty. Ltd., Australia | Aug 2022 – Mar 2025**

**TECHNICAL ASSOCIATE - TRAINEE**

**InfoDevelopers Pvt. Ltd., Nepal | Jul 2018 – Jan 2019**

**EDUCATION**

**MASTER OF APPLIED INFORMATION TECHNOLOGY**

**Victoria University, Sydney, Australia, 2024**

**BACHELOR OF COMPUTER SCIENCE AND INFORMATION TECHNOLOGY**

**Amrit Science Campus (ASCOL), Tribhuvan University, Nepal, 2020**

**AVAILABILITY**

Sydney-based | Open to contract or permanent roles | Willing to travel/relocate

*References available upon request*