

SUMAN NEUPANE

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OBJECTIVE

Dedicated IT Support Engineer with hands-on experience in supporting disaster management and recovery initiatives at Johns Lyng Group (Disaster Management Australia). Proficient in network management, client support, and the strategic implementation of advanced IT solutions. I consistently show dedication to comprehending, fulfilling, and surpassing the requirements and expectations of my users. Aiming to leverage my technical expertise and commitment to professional growth in facing new challenges and enhancing system efficiency in a forward-moving organization. I am seeking a challenging support role that will allow me to broaden my skills and apply my technical knowledge to deliver effective IT solutions tailored to the needs of any organization and its users.

EXPERIENCE

Johns Lyng Group, IT Support Engineer (Disaster Management Project for Government, ERV)

Dec 2022 - Present

- Managed IT support across 15 sites for the Emergency Recovery Victoria Project, servicing 500+ users via Helpdesk and phone calls; streamlined hardware and software troubleshooting processes.
- Configured, upgraded, and maintained multi-site network infrastructures and computing systems to ensure optimal operation and security.
- Led end-user training and managed asset inventory, enhancing operational compliance and efficiency across Victoria, NSW, and South Australia.
- Developed and documented IT frameworks for new sites, facilitating rapid deployment and effective issue resolution.
- Collaborated in network monitoring and new technology evaluations, improving system performance and integration.
- Efficiently resolved multiple concurrent IT issues, prioritizing critical cases to maximize user satisfaction and system reliability.
- Coordinated IT for Emergency Recovery Victoria, overseeing ticket resolutions and assembling disaster-ready IT kits with essential devices and network access setups.
- Generated detailed reports for management on network usage, inventory, and asset procurement, enhancing strategic decision-making.
- Skilled in Microsoft 365 Admin Centre, AD, VMWare, Azure and Exchange, FortiClient, Trend micro.

SKILLS

- Proficient with multiple operating systems: Windows XP/7/10, Server 2008-2019, MacOS, iOS, Android; virtualization with Microsoft System Center VM Manager and VMware.
- Experienced in using ticketing systems ManageEngine, ServiceNow, and Jira for streamlined IT service management.
- Microsoft Office 365, Outlook (2003-2016), Exchange (2000-2019), Teams; managing Active Directory, DNS, DHCP with ManageEngine AD Manager Plus.
- Two-factor authentication using Okta, Microsoft, Google, and Cisco; familiar with VPN setups via FortiClient.

- Data and endpoint security with Symantec and TrendMicro; proficient in deploying and managing video conferencing technologies including Zoom, Microsoft Teams, and Logitech MeetUp cameras.
- Manage EVOLIS and Ricoh printers integrated with PaperCut; competent in executing PowerShell commands for system administration.
- Remote access and device monitoring using Pulseway for operational efficiency and proactive management.
- Proficient in providing top-tier IT support and managing administrative tasks across a broad spectrum of hardware and software.
- Demonstrated expertise in second-level IT support, thriving in a fast-paced and dynamic environment.
- Knowledgeable of ITIL practices, with a deep understanding of change management protocols.
- Reliable team contributor with the capability to independently manage tasks.
- Excellent interpersonal and communication abilities, capable of resolving problems, disseminating information, and refining processes through both written and verbal interaction with internal stakeholders.
- Experienced in managing service delivery within SLA frameworks, proficient in prioritizing tasks and meeting deadlines.

EDUCATION

Bachelor of Information Technology | Melbourne Institute of Technology

Mar 2019 - Nov 2022

Specialized in Cyber Security Principles, Advanced Network Design, and Database Management Systems. Gained comprehensive knowledge in Software Engineering, Network Security, and Internetworking Technologies, aligning with industry standards and practices.

Certifications:

- Fortigate Firewall Administration (Certificate)
- AZ-900 Microsoft Azure Fundamentals (Certificate)
- Active Directory and Group Policy Lab (Certificate)
- Full scholarship, Institute of Engineering for Bachelor of Engineering Jan 2018

PROJECTS

Buyer-Seller Mobile Interface

Mar 2021 - Oct 2021

Developed a B2B mobile interface with an integrated payment system. Technologies: Python, PHP, MySQL, WordPress. Achievements: 'Second Best Project Award'.

Portfolio Website: <https://sumanneupane1.github.io/>

Nov 17, 2022

Created a responsive website for showcasing projects and blogs. Technologies: VSCode, JavaScript, HTML, CSS, Git, GitHub.

REFERENCES

Alexanda Hand, IT & Systems Coordinator, Phone: 0456166634

Anthony-James Obrien, Service Desk Engineer, Phone: 0424092684

