

Niraj Thapaliya

Contact

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Education

Victoria University
Sydney CBD
Masters in Applied Information
Technology

Key Skills

Networking and Security

(Cisco ASA/Firepower, Fortinet,
Sophos, VPN, IPS)

Routing and Switching

(Cisco, aruba, juniper, HPe,
Mikrotik)

Server and systems

Cloud and Virtualization

(Microsoft 365, Gsuite, Zoho,
Microsoft Share point)

Monitoring and troubleshooting

Scripting

(Bash/shell)

IP Telephony

Objective

As an ICT professional with over 3 years of experience enhancing IT infrastructure from small to large organizations. Providing exceptional service through quick response and effective execution for customer satisfaction through minimum downtime and maintaining system reliability.

Experience

March 2025 - Present

Club Attendee • St George Leagues Club

- Overseeing Daily Operations following Club's policy
- Ensuring Compliance with RSA/ RCG regulations
- Providing exceptional Customer Service
- Maintaining and Troubleshooting gaming errors

Oct 2018- Mar 2022

ICT Officer • Sastra Network Solution

- Ensuring smooth IT operations for private and government organizations
- Update legacy systems implementing L2 and L3 network components effectively to reduce latency
- Provide wireless solutions both standalone and controller based
- Providing cloud and virtualization technology using VMware, Vsphere and Citrix Zencenter, with cost cutting upto 40% and improving backup efficiency
- Maintaining datacenter operations following Tier 2 SLAs by utilizing ticketing system to manage client requests and troubleshooting
- Manage SIP systems used internally between sister organizations located differently, mainly cisco, Avaya.
- Use of multivendor system like Cisco, Juniper, Palo alto, HP, Cambium, Ubiquiti, Fortigate and others across different small to large organization

Leadership

Team Leader for final year project at Victoria University

Topic: VPN System for Remote workers

Key Achievements:

- Dividing tasks among team members
- Use of agile methodology for system development
- Maintaining IDEs, Code repositories and CI/CD pipelines for System development
- Use of openVPN for remote and secure connection and provided a case study for client-side application with OpenVPN

References

Available upon request.