

Baltej Giri

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SUMMARY

Highly skilled and dynamic IT Professional, bringing forth the ability to effectively manage and oversee optimal IT Operations for organizations. Adept in setting up devices and network protocols and experienced in managing the functionality of systems. Resourceful, and committed to continually advancing my knowledge of relevant technologies.

EXPERIENCE

Rogers Communication Network Analyst

2021 - Current
Penticton, BC

- Analyzed and monitored network performance for Layer 2 and Layer 3 services like Fiber Gateway, VPLS, EVPLS, Wavelength and, SD-WAN.
- Troubleshoot degraded issues by examining device (RAD, Nokia, Cisco, Fujitsu) logs, configuration and, routes of MPLS routers.
- Planned maintenance for fiber-cuts, send hourly updates to customer's and engaged field technicians.
- Coordinated with Vendor's, Last mile vendor's and internal teams for RFO, lease-lines and maintenance teams.
- Worked on Multi-venders ISP network devices; RAD (ETX-203AX, ETX-220A), Cisco (Catalyst 2960, 881, Nokia (1830 PSD, 7950 XRS, 7750SR, 7450 ESS, 7210 SAS) and Fujitsu Equipment's for (IP MUX) and Wavelength.
- Scheduled Change Management for permanent solutions and network improvements across Roger's /Shaw's footprint.

Managed Technical Specialist

Kelowna, BC

- Performed network troubleshooting on Cisco Meraki devices like Firewalls, Switches, Access Points and Smart Surveillance.
- Helped clients with setting up VLANs, Traffic Shaping, DHCP, Site-to-Site and Client VPN on Cisco Meraki products.
- Assisted clients with cloud-based VoIP phone configurations, call flows and call quality issues.
- Coordinated with Network engineering team for Voice and Data issues, Cisco TAC support.
- Consultant with Client's Sales Engineers, IT Manager's to provide custom infrastructure solutions.

University of British Columbia IT Support Analyst (Contract)

2020 - 2021
Kelowna, BC

- Managed network file share access across all departments utilizing AD security group policy and Novel Network systems.
- Administrated user accounts on various tools; AD on Prem, Azure AD, Microsoft Intune, Exchange admin center, Microsoft 365 admin center, zoom, and JAMF.
- Delivered tier 1 solution on issues for various technologies like systems, servers, printing, Campus wide wireless network via Meraki before escalated to infrastructure teams.
- Installed Windows 10 images and macOS profiles on devices: Laptops, desktops, all-in-one, MacBook Pro, and iMac using SCCM, Intune and, JAMF.
- Completed break-fix on hardware including replacement and upgrade of RAM, hard-drive, battery, and other basic parts.

QHR Technology Inc
IT Helpdesk Analyst

2018 - 2020
Kelowna, BC

- Setup workstation's, phones, and LAN cables to expand the office space for new users.
- Migrated 500+ workstations from on-prem AD to azure AD combination of windows and macOS (Utilizing JAMF for macOS).
- Actioned on incident responses for any network, VPN, VoIP related issues for three offices, documented the basic troubleshooting and escalated them to Infrastructure Team.
- Assigned Mitel VoIP PBX phones, softphones as well as Microsoft Teams soft phones.
- Provided level 1 support related to LAN, phones, servers and wireless before escalating to level 2.

Client Services Analyst

- Supported clients with EMR software customization, technical aspects like scanning, faxing, other programs integrations.
- Assisted clinic's IT personnel with SQL database migration, consulting on hardware recommendations, software configurations on server 2012R2, 2016 and 2019 OS.
- Performed troubleshooting issues with Citrix StoreFront for hosted servers on windows and macOS and escalated major issues to Citrix administrator team.

PROFESSIONAL CERTIFICATIONS

- In progress, Cisco Certified Network Associate (CCNA 200-301)
- Certified Microsoft Azure Fundamentals (AZ-900)
- Certified Microsoft Server Administration (MTA 98-365)
- Certified Fortinet Network Security Associate (NSE I & II)

SKILLS

Networking

- TCP/IP Networking with Layer 2 and 3 Technologies; Switching, VLAN, Tagging, Queuing, Traffic shaping, Port monitoring, STP and MPLS
- Routing Protocols – RIP, Static, OSPF and EIGRP, BGP

Systems & Cloud

- Imaging SCCM, Exchange, Office 365, JAMF MDM Administration, Intune Device Management
- Server 2019, 2016, 2008R2, Cloud Computing, Networking and Storage

Security

- Network Security using Firewalls, and VPNs, IDS, IPS, Next Generation Firewall.

Linux

- OS Installation and Samba File share
- Basic Shell scripting and VIM Editor

Ticketing and Documentation

- Jira, ServiceNow, Salesforce, Confluence and, Microsoft Visio

EDUCATION

Concordia Institute of Business - Tauranga, New Zealand
Diploma in Business Management