Technical Skills:

- Server Administration:
  - Linux /windows server installation and configuration, patching, DNS management (infloblox)
  - Active Directory and Email Management: User creation and management
  - Exchange mailbox administration and monitoring
  - G Suite Administration: G Suite user/license management
  - Adobe creative cloud: user/ license management

- Incident management Systems:
  - Service-now, Zendesk incident management.
- End User Support:
  - Device imaging,
  - Mobile device support (IOS, Andriod)
  - Windows support (XP, Vista, Win10)
  - Windows Network support
  - Vendor Interaction: Software and hardware vendor communication
  - Security and Antivirus: Antivirus software setup and management
  - IT Helpdesk ticket evaluation
  - software troubleshooting
- hardware issue diagnosis
  -
- Documentation and Training:
  - Generate client and staff training documentations
  - Creation and maintenance of technical documents
- Ticketing, collaboration
  - Zendesk, Service-now, jira
  - confluence

Career Summary

Equinix   **2022 - March 2024**

Network/Product support

Worked with the agile team of engineers, software developers and managed and troubleshooted timing service platform (Equinix Precision Time).

Key responsibilities:

- Security patching Linux servers and networking devices working with internal infosec team.
- Upgrading timing devices and network devices firmware
- Creating and maintain DNS records on the infloblox platform
- Managing and maintaining local open stack server
- Providing level 1 networking support
- Requesting cross connect and verify the connection via Equinix portal
- Request network changes (Create Change requests and implement change)
- Technical and procedural documentation generation and maintenance

Equinix

2019 – 2021

End User Technology Engineer

Job Description: L3 IT support

Evaluated and prioritized service requests received via the IT Helpdesk ticketing system. Ensure timely resolution of user issues by assigning an appropriate priority and resolution goal. Performed troubleshooting, identify, and resolve both Windows, MAC and Apple iOS software application

Key Responsibilities:

- Creating and maintaining Service-now reporting for the team
- Supporting executives and C –level staffs
- Monitor, manage and route IT support tickets in service-now
- Reimagining windows and enrolling MAC client systems to JAMF
- Maintaining and monitoring on prem Active directory users and objects
- Maintaining and managing Exchange server
    o Creating and managing mailboxes
- Working with vendors to resolve hardware issues
- Managed and monitored and enrolled bitlocker on client workstation
- Manage monitor and troubleshoot Microsoft office 365
- Zoom user license management for the organization
- Manage and monitor Adobe suite licenses for the organization
- Windows and MAC troubleshooting
- Software troubleshooting
- Collaboration with Mutiple teams and vendors during integration and troubleshooting
- Troubleshoot and manage Workspot virtual workstation
- G-suite administration, creating users account managing and morning the accounts and licenses

- Manage and maintain hardware inventory
- Executive support
- Shipping and receiving
- Technical documentation

Match Point solution (IT support Associate)

Job Description: Windows /MAC   **2018 – 2019**

Worked for Equinix as a contractor via Match Point solution. Evaluated and prioritized service requests received via the IT Helpdesk ticketing system. Ensure timely resolution of user issues by assigning an appropriate priority and resolution goal. Performed troubleshooting, identify, and resolve both Windows, MAC and Apple iOS software application.

Key Responsibilities:

- Prepare new hire onboarding devices
- Shipping and receiving devices and Hardwares
- Creating and maintaining Service-now reporting for the team
- Monitor, manage and route IT support tickets in service-now
- Reimagining windows and enrolling MAC client systems to JAMF
- Maintaining and monitoring on prem Active directory users and objects
- Maintaining and managing Exchange server
    o Creating and managing mailboxes
- Working with vendors to resolve hardware issues
- Manage monitor and troubleshoot Microsoft office 365
- Windows and MAC troubleshooting
- Software troubleshooting
- Collaboration with Mutiple teams and vendors during integration and troubleshooting
- Manage and maintain hardware inventory

That Device Co. ltd, Vauxhall, London UK   **April 2014 – Dec 2016**

| System Support |

That device company is an android software company. My work was to perform system and end user support. During my time at this company, I was able to perform various technical duties.

- Managed customer support team on the technical side
- Produced technical documentation

- Troubleshoot and maintain internal windows 7/8/10
- Administer and maintain Zendesk ticketing system
- Configure LAN/WLAN (AP, switch, router)
- Addressing technical issues related to the Software
- Training corporate clients
- Trained and Supervised new Support specialists.
- Setup workstations
- Support Android devices
- Zendesk administration (Customizing and adding required apps on Zendesk)
- Manage, monitor and route incidents via Zendesk ticket system
- Managing inventory and making purchase of the required hardware, software or services for the team
- G Suite administration for enhanced collaboration and productivity
- Hands-on training for corporate clients and support staff

Namche Network Pvt. Ltd.   **September 2008 - February 2011**

System Administrator

Namche Network Pvt. Ltd is an internet service provider. As a system administrator my role was to:

Key Points:

1. Install and maintain hosting servers across diverse Linux and Windows Server distributions.
2. Configure and manage complex networks, including WAN technologies and wireless LAN/WAN setups.
3. Implement bandwidth management and Quality of Service (QoS) strategies to optimize network performance.
4. Proficient in UNIX/Linux installations for diverse system environments.
5. Deploy and configure Network Monitoring Systems such as Nagios, MRTG, and Cacti.
6. Configure wireless access points to ensure seamless and secure wireless connectivity.

Namche Network Pvt. Ltd.   **September 2007 - August 2008**

Support Engineer

During the time at Namche as a support Engineer my key job role were:

1. Provide tier 1 technical support via phone and walk-ins, resolving issues promptly and efficiently.
2. Document and submit requests and inquiries for proper escalations, ensuring timely resolution.
3. Maintain hosting servers and proxy servers to ensure uninterrupted operations and optimal performance.
4. Configure network and remote access solutions, including VPN/VNC, intranet, and wireless support.
5. Proficient in troubleshooting network and remote access issues to minimize downtime and ensure smooth operations.

Silicon Technology   **March 2005 - August 2007**

Hardware Technician

- Assembled desktop and laptops - Repaired, upgraded PC desktops/laptops - Deployed Windows systems and servers - Malware removal.

Also worked as a freelancer, helping business and individuals

- Have been exposed to web development - Installed WordPress and creating websites - Configured networks and server systems.

Training and Certifications

Agile methodology – LinkedIn learning

Advanced International Model School, High School

Diploma from College of Hardware Engineering, CTEVT

A level (AIMS College, Kathmandu Nepal)

Short courses Java object-oriented programming from city university (London, UK)