

# DHAN PRASAD KOIRALA

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## SUMMARY

Resourceful IT professional seeking a Cloud Engineer role, experience in implementing, configuring, and troubleshooting enterprise-level Azure, Linux and windows systems. Proven ability in managing a technical team and organizing workflow.

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## EXPERIENCE

### Participant of Microsoft Software & Systems Academy (MSSA)

#### Microsoft

September 2024 - Present, Remote

- Proficient in handling server roles, Active Directory, Group Policy management, PowerShell scripting, and performance tuning in Windows; managing various Linux distributions (e.g., Red Hat, Ubuntu), including shell scripting, package management, user and group management, and securing systems.
- Automating administrative tasks in Windows using PowerShell, writing and debugging shell scripts for Linux, setting up automated pipelines, and integrating code repositories for system operations and custom configurations.
- Experienced in orchestrating containerized applications, managing clusters, implementing CI/CD pipelines, utilizing Azure Kubernetes Service (AKS), managing container instances, and deploying microservices architecture.
- Designing and implementing Azure solutions (storage, networking, compute), designing network solutions in Azure (VPNs, VNet peering, ExpressRoute), and managing virtual machines, storage, and networking in Azure, following best practices for high availability and disaster recovery.
- Expertise in using Azure App Services, Azure Functions, and Azure SQL Database; proficiency with Azure CLI for managing resources, developing and deploying cloud-native applications, migrating on-premises applications to Azure using Azure Migrate, and successfully implementing Azure-based solutions with security, performance, and cost management best practices.
- Created a new Domain Controller (DC) and deployed and configured an RODC, installed and configured Certificate Authorities (CAs) using Active Directory Administrative Center and Windows PowerShell. Configured administrative templates, security policies, and DNS integration with AD DS, achieving measurable improvements in system security and manageability.
- Managed AD DS to create groups, add members, configure group nesting, and convert group types. Used user templates for efficient user creation and resolved computer account issues. Planned and implemented IPv4 and DHCP solutions, tested IP assignments, and ensured seamless communication between geographic locations.
- Configured DHCP for IPv6 and set up ISATAP router for IPv6-to-IPv4 communication. Created and implemented a DNS name resolution plan for international offices, integrated DNS with AD DS, configured DNS policies, and validated the DNS infrastructure, resolving name-resolution problems and ensuring efficient network performance.

### IT Specialist

#### US Army Reserve

April 2024 - Present, Maryland

- Implementing and maintaining systems in compliance with DoD cybersecurity guidelines, understanding and applying NIST standards, managing identity and access, and holding a Secret clearance.
- Diagnosed and resolved technical issues using root cause analysis and Performance Monitor, decreasing incident resolution time by 40% and improving system reliability by 25%.
- Administer over 500+ user account access management, Design and build SharePoint internal sites for IT helpdesk, resource management and collaboration.

### Vehicle Mechanic

#### US Army

September 2020 - April 2024, North Carolina

- Mentored and supervised 15 mechanics, achieving 95% vehicle readiness and 100% on-time task completion, demonstrating leadership and secret security clearance.
- Managed projects with a 90% on-time delivery rate, enhanced data integrity by 30%, and communicated technical information with a 100% approval rate.
- Simplified complex technical concepts for a 15-member team, boosting diagnostic efficiency by 90% through technical manuals and live demonstrations.
- Ensured quality in vehicle maintenance by implementing a rigorous inspection process, leading to a 25% decrease in reworks over a 12-month period.
- Cultivated customer empathy by integrating feedback mechanisms, resulting in a 40% increase in customer satisfaction with maintenance services over 6 months.

### Sales Associate

#### Seven Eleven | ABC Store

April 2018 - August 2020, Fairfax, VA

- Consistently surpassed monthly sales goals by an average of 20% through personalized customer interactions and product recommendations, contributing to a 15% increase in store revenue.
- Maintained a 95% customer satisfaction rating by providing exceptional service, addressing customer needs promptly, and ensuring a positive shopping experience, leading to repeat business and strong customer loyalty.
- Successfully boosted average transaction value by 25% through in-depth product knowledge and effective upselling techniques, helping customers find additional products that met customers' needs and preferences.

## IT Executive

### Kantipur FM Pvt Ltd

February 2016 - February 2018, Nepal

- Managed the upkeep of over 100 user systems, resolving technical issues with Microsoft System Center and utilizing Microsoft Endpoint Manager, leading to optimal performance and reliability.
- Directed infrastructure design projects integrating cloud solutions, expanding capacity by 50%, and engineered VLAN implementations with Cisco tools, enhancing data security by 35%.
- Provide efficient help desk support, offering remote assistance and user training. Create documentation to help users with technical issues, perform software installations, and guide in using Windows operating systems and applications effectively.
- Utilize event viewer and command-line utilities (ping, tracert, ipconfig) for diagnosing and resolving system and network issues. Systematically address application failures, driver conflicts, and hardware malfunctions to maintain optimal system performance.
- Proficiently manage user accounts and groups with Active Directory and Group Policy, configure Windows Server roles and features, and handle network settings including DHCP and DNS to ensure secure and seamless system operation.

## IT Specialist

### Online Cyber Cafe

March 2015 - January 2016, Nepal

- Configured and maintained Windows servers, 60+ workstations, and multifunction printers, ensuring business uptime and availability while addressing the needs of employees.
- Updated the company's Windows Server and migrated services to a new configuration in one weekend, achieving a 20% increase in server performance without any downtime.
- Optimized storage systems by integrating NAS solutions, increasing data retrieval speed by 30% and supporting data recovery strategies for over 100 users.

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## PROJECTS

### Cloud Resume Challenge

[github.com/dpkrepo/AzureResume](https://github.com/dpkrepo/AzureResume)

- Created own webpage with HTML and CSS, developed a CI/CD workflow with GitHub, and finally, deploying a static web app with a serverless database.
- Designed, build and used own resume, integrated into GitHub and hosted on Microsoft Azure with Blob Storage, Azure Functions and CosmosDB.
- Created JavaScript counter code for Azure Function API call using Fetch API.

### PowerShell Project

[github.com/dpkrepo/WindowsAdministration](https://github.com/dpkrepo/WindowsAdministration) • October 2024 - Present

- Created a PowerShell scripts, ensured consistent and error-free setup of storage configurations, increasing setup accuracy by 25%.
- Leveraged scripting to automate routine administrative tasks, resulting in a 30% improvement in operational efficiency and scalability in the home lab environment.
- Developed advanced PowerShell scripts for managing systems and files, reducing manual intervention by 40% and optimizing workflows.

### Windows Active Directory home lab

[github.com/dpkrepo/ActiveDirectoryLab](https://github.com/dpkrepo/ActiveDirectoryLab) • July 2024 - Present

- Installed and configured Windows Server operating system 2022, set up DNS, DHCP, and IPAM, resulting in a 30% improvement in network management efficiency and connectivity.
- Deployed Active Directory Domain Services (AD DS), created organizational units, users, and groups, improving administrative efficiency by 40% and strengthening access control.
- Joined multiple devices to the domain, ensuring seamless integration, enhanced overall security and administrative efficiency by 35%.

### Home Lab Server Project

[github.com/dpkrepo/LinuxAdministration](https://github.com/dpkrepo/LinuxAdministration) • August 2019 - Present

- Set up an enterprise-grade home lab server (Dell R710) and virtualized using Linux Proxmox, enabling seamless resource management.
- Deployed and managed multiple Linux and Windows operating systems, completing real-world scenario labs from CompTIA Linux+ and Security+ coursework.

- Enhanced system performance and reliability, reducing downtime by 30%, and achieved proficiency in network security and system administration.

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## EDUCATION

### Basic Leadership

NCO Academy, Fort Liberty • NC • 2022

### Electrical Engineering

CTEVT • Nepal • 2015

- Passion Started for computer science

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## CERTIFICATIONS

### CompTIA Linux+ CE

- Exp: 2027, Cred ID: EKB19GHTJ2F1QEKW

### CompTIA Security+ CE

- Exp: 2026, Cred ID: SZK6M0CTBNR1QG5Y

### Microsoft Certified: Azure Fundamentals (AZ900)

- Cred ID: 8085916026A6F626

### Microsoft Certified: Azure AI Fundamentals (AI900)

- Cred ID: 204C96D16B0283A7

### Microsoft Certified: Azure Administrator Associate (Az-104)

- Expected: December 2024

### Microsoft Certified: Azure Solutions Architect Expert (Az-305)

- Expected: January 2025

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## COURSEWORK

### Cybersecurity Fundamentals

LinkedIn Learning • Securing Network

- Securing network with deep understand of principles of computer science, IT security and cybersecurity.

### Software Development Fundamentals

LinkedIn Learning • C#, .Net

- Understand the principles of computer science, Learn the fundamentals of application development, Explore Object-oriented programming using C# and .NET.

### Networking and Administration Fundamentals

LinkedIn Learning • Automate of routine task with PowerShell

- Understand the principles of computer science, learn core networking concepts and discover how to automate routine tasks with PowerShell.

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## SKILLS

System & Cloud administration (windows, Linux & Cloud), Virtualization, Aws, Azure, Azure IaaS, Azure PaaS, Microsoft365, GitHub, Azure, Azure CLI, .NET Core, Azure DevOps, Azure Functions Core Tools, Visual Studio Code, Azure Functions Extensions, C#, PowerShell, Bash, Entra ID, Active Directory, Azure DNS, Virtual network, Cloud development, Azure Migration, Azure Essentials, Azure best practices, Azure Cloud Adoption Framework, Dod STIGs, NISTs, Troubleshooting, Technical Documentation, Teamwork, Collaborative, Thoughtful, Growth mindset, Secret Clearance.