

MILAN NEPALI

Network Administrator



Phone

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Email

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Location

Damauli , Tanahun

+ EDUCATION

Bachelor in Information and Technology

Texas College of Management and IT / Kathmandu / Present

+ WORK EXPERIENCE

L2 Officer

WebSurfer Communication Nepal / Kathmandu

- Handled Layer 2 technical support for broadband and corporate clients, ensuring timely resolution of escalated issues.
- Monitored and maintained customer connectivity and other network monitoring systems.
- Coordinated with the NOC and L3 team to escalate and resolve backend or infrastructure-related issues.
- Configured and maintained PPPoE, Static IP, and DHCP assignments for clients.
- Educated field technicians and L1 staff on standard procedures and issue identification.

Network Administrator

Subisu Cable Net Ltd.Pvt / Kathmandu

- Collaborated with NOC and support teams to resolve L2/L3 escalations and service interruptions.
- Monitored network performance and performed preventive maintenance to avoid outages.
- Managed and troubleshoot customer and backbone connectivity issues, reducing resolution on time.
- We are the first to identify any issues occurring across the overall network.

+ TRAINING/CERTIFICATION

Network Administration Training

2022

+ SKILLS

- Network Infrastructure Management (LAN/WAN, VLAN, Switching & Routing) ●●●●●
- Router & Switch Configuration (Cisco, Huawei, Juniper) ●●●●●
- Network Monitoring Tools (e.g., Nagios, Terminals, MRTG, Cacti, Mail) ●●●●●
- Incident Response & Troubleshooting ●●●●●
- Bandwidth performance is regularly analyzed
- Knowledge of ISP Infrastructure & BGP/OSPF Protocols ●●●●●

+ LANGUAGE

- Nepali ●●●●●
- English ●●●●●



CCNA (Cisco Certified Network Associate) - Training
2021

Data Center Management - Training
2023