# MILAN NEPALI

**Network Administrator** 

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<b>Q</b>	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.

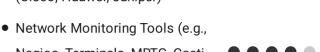
#### **Network Administrator**

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 troubleshot customer and backbone connectivity issues, reducing resolution on time.
- We are the first to identify any issues occurring across the overall network.

#### + SKILLS

- Network Infrastructure
   Management (LAN/WAN, VLAN,
   Switching & Routing)
- Router & Switch Configuration (Cisco, Huawei, Juniper)



- Nagios, Terminals, MRTG, Cacti,
  Mail)
- Incident Response & Troubleshooting
- Bandwidth performance is regularly analyzed
- Knowledge of ISP Infrastructure & BGP/OSPF Protocols

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## + LANGUAGE

- Nepali
- English





### + TRAINING/CERTIFICATION

Network Administration Training

CCNA (Cisco Certified Network Associate) - Training 2021

**Data Center Management - Training** 

2023