

RIKIT THAPA

| 613-970-4076 | rikithapa2003@outlook.com | Belleville, ON

PROFESSIONAL SUMMARY

Motivated Computer Systems Technician graduate with hands-on experience in IT support, networking, and cloud technologies. Skilled in troubleshooting, system administration, Azure, and Windows/Linux environments. Proven ability to deliver reliable technical solutions in fast-paced academic and retail settings. Passionate about building secure, efficient, and scalable IT systems.

EDUCATION

Diploma - Computer Systems Technician, Loyalist College, Belleville, ON | Sep 2023 – Apr 2025

- Graduated: April 2025 | Dean's List | GPA: 90.08%

CERTIFICATIONS AND COURSES

- Microsoft Certified: Azure Fundamentals (AZ-900) — 2024
- Cisco Certified Network Associate (CCNA) — In Progress
- AZ-500 Coursework by Certify LEARN: Azure security technologies, RBAC, Azure AD, firewalls, virtual networks

TECHNICAL SKILLS

- **Networking:** Routing & Switching, OSPF, EIGRP, basic BGP, VLANs, Inter-VLAN Routing, DHCP, DNS, ACLs, NAT/PAT, STP, Port Security, 802.1Q Trunking, Wireless Essentials, Firewalls
- **Systems & Virtualization:** Windows 10/11, Windows Server 2019/2022, Linux, Active Directory, VMware, Hyper-V, VirtualBox
- **Cloud & Security:** Azure VMs, Azure AD, RBAC, Azure Firewall, Azure Monitor, Virtual Networks, Resource Groups
- **Scripting & Automation:** PowerShell, Python, Bash
- **Databases:** Microsoft SQL Server, MySQL

PROFESSIONAL EXPERIENCE

Technical Sales Advisor – Best Buy, Belleville, ON | Oct 2023 – Jun 2025

- Assisted customers with computer, networking, and device troubleshooting.
- Supported Geek Squad with installations, diagnostics, and system setup

Customer Support Representative – Techlink Solutions, Kathmandu Oct 2022– Jul 2023

- Handled customer queries via phone, email, and chat with prompt issue resolution
- Guided users through technical troubleshooting and product usage

Lab Assistant – Southwestern State College, Kathmandu | May 2022-Oct 2022

- Set up and maintained lab PCs, virtual machines, and software environments.

- Provided technical support to students during practical sessions.

PROJECTS

- **SQL Security & Backup Strategy:** Designed secure RBAC structure and implemented full/differential/log backup plans across SQL Server environments.
- **Python + SQL Integration Tool:** Developed a Python-based SQL management app with automated data views and stored procedure execution.
- **Azure Security Lab (AZ-500):** Built a secure Azure environment using RBAC, NSGs, Azure Firewall, and monitoring tools to strengthen cloud security skills.
- **Network Design Simulation:** Designed and simulated a multi-site network in GNS3 and Packet Tracer with VLANs, OSPF routing, DHCP, ACLs, NAT, and full IP addressing documentation.