RIKIT THAPA

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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

TECHNICIAL 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 | Oct 2023 – Jun 2025
- Improved customer issue resolution by diagnosing PC, network, and device problems quickly and accurately.
- Supported Geek Squad workflows, reducing setup time for system installs and configurations.

- Helped customers choose secure, compatible tech solutions, boosting satisfaction and store trust.

Customer Support Representative — Techlink Solutions | Oct 2022 – Jul 2023
- Resolved software and connectivity issues across phone, email, and chat, reducing ticket backlogs.
- Guided non-technical users through fixes that prevented repeat issues and callbacks.
- Documented common problems to streamline support for future users.

Lab Assistant — Southwestern State College | May 2022 – Oct 2022
- Maintained lab PCs and VMs, improving system availability for 100+ students. Supported hands-on labs, reducing downtime during practical sessions.
- Assisted in deploying OS & VM images across multiple workstations.

PROJECTS

Windows Network Connectivity Diagnosis & Repair
- Restored network connectivity by analyzing NIC issues, DNS failures, and misconfigurations using PowerShell and event logs.
- Reduced troubleshooting time by creating a repeatable diagnostic workflow.

Windows Server Domain Lab
- Built a Server 2022 domain with AD DS, DNS, DHCP, and GPOs, enabling centralized authentication for multiple clients.
- Improved security using password policies, access control, and automated IP provisioning.

SQL Security & Backup Strategy
- Designed automated SQL backup routines with RBAC permissions, authentication rules, and encryption.
- Increased data protection and recovery reliability for the Adventure Works database.

Python + SQL Automation Tool
- Built a Tkinter GUI that automated SQL updates via pyodbc, cutting manual update time from minutes to seconds.
- Reduced human error by adding validation and secure stored-procedure calls.

Network Design Simulation (GNS3 / Packet Tracer)
- Designed a complete multi-site network with VLANs, OSPF, DHCP, NAT, and ACLs.
- Documented addressing, routing logic, and device configs for clear reproducibility.