RIKIT THAPA

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PROFILE

CCNA & AZ-900 certified **Computer Systems Networking Technician** with hands-on experience in **IT support, networking, and cloud solutions**. Skilled in **troubleshooting, Active Directory, Office 365, Azure, network automation**, and **PowerShell/Python scripting**. Passionate about **optimizing IT operations and delivering secure, reliable, scalable solutions**.

TECHNICAL SKILLS

- Routing & Switching
- Wireshark / Network Analysis
- Firewalls & Network Security
- VLANs, DHCP & DNS

- Network Automation & Python
- Windows 10/11 & Server
- SQL Server / MySQL
- Virtualization

- Technical Support & Troubleshoot
- IT Ticketing Systems
- Backup & Recovery
- User support & Documentation

EDUCATION & CERTIFICATIONS

- **Diploma, Computer Systems Networking Technician, Loyalist College, Belleville, ON |Graduated - April 2025 | Dean's List**
- Cisco Certified Network Associate (CCNA)
- Microsoft Certified: Azure Fundamentals (AZ-900)

EXPERIENCE

Technical Sales Advisor — Best Buy | Oct 2023 – Jun 2025

- Diagnosed and resolved PC, network, and device issues, improving customer satisfaction and reducing support time.
- Recommended secure, compatible tech solutions, streamlining Geek Squad workflows and boosting trust.

Customer Support Representative — Techlink Solutions | Oct 2022 – Jul 2023

- Troubleshot software and connectivity issues via phone, email, and chat, minimizing ticket backlog.
- Guided non-technical users and documented recurring problems, improving support efficiency.

PROJECTS

- **Windows Server Domain Lab:** Built a Windows Server 2022 domain (AD DS, DNS, DHCP, GPOs) with centralized authentication and improved security through strong policies and access controls.
- **Python + SQL Automation Tool:** Created a Tkinter GUI that automated SQL updates via pyodbc, reducing task time from minutes to seconds and eliminating manual errors.
- **Network Connectivity Diagnosis Workflow:** Developed a PowerShell-based workflow to diagnose NIC, DNS, and configuration issues, restoring connectivity and speeding up troubleshooting.