

Sanjiv Dulal

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Professional Summary

Experienced IT professional with a strong background in network support and technical operations. Skilled in SQL troubleshooting and performance optimization, with a growing focus on cloud technology and system analytics. Demonstrates a keen ability to coordinate technical operations and resolve complex issues, supporting secure and efficient database solutions.

Skills

- **Networking Technologies:** Routing Protocols, LAN/WAN, VLANs, TCP/IP, DNS, DHCP, VPN, SNMP, OSI Model
- **Network Tools & Devices:** MRTG Network Monitor, Wireshark, Microsoft Visio, Cisco routers, switches, firewalls, wireless access points, Juniper
- **Soft Skills:** Troubleshooting, Team Leadership, Collaboration
- **Programming & Scripting:** Python for Machine Learning, SQL, HTML

Professional Experience

Vianet Communication Pvt. Ltd.

2020 - 2023

Branch Manager

Birtamode

- Supervised and ensured the smooth functioning of branch operations, including coordination among departments.
- Developed and implemented marketing strategies to achieve branch targets, contributing to annual budget planning.
- Monitored and controlled operating costs, ensuring proper handling and recording of fixed assets.
- Conducted customer need assessments to provide tailored internet solutions, enhancing client satisfaction.

Vianet Communication Pvt. Ltd.

2019 - 2020

System and Network Monitoring Engineer

Jawalakhel, Lalitpur

- Managed and maintained network infrastructure, including Cisco and Juniper routers, switches, firewalls, and wireless access points across LAN and WAN topologies.
- Monitored network performance using tools like MRTG and Wireshark to analyze traffic and identify bottlenecks.
- Configured and troubleshooted network protocols such as TCP/IP, DNS, DHCP, SNMP, and VPN to ensure seamless connectivity.
- Implemented VLANs and subnetting to optimize network segmentation and improve security.
- Upgraded network devices and firmware to enhance performance and address vulnerabilities.
- Resolved issues related to OSI layers, including physical layer challenges (cabling, connectors) and application layer issues (email, web services).

Vianet Communication Pvt. Ltd.

2018 - 2019

Technical Support Executive

Jawalakhel, Lalitpur

- Provided technical support for internet and IPTV services, resolving customer queries via phone, email, and SMS.
- Developed diagnostic skills to troubleshoot issues related to LAN, Wi-Fi, and internet connectivity.
- Participated in technical and non-technical training programs to enhance knowledge and skills.

Education

University Canada West, Vancouver, BC

2023 - Present

Master of Business Administration (MBA)

- **Coursework:** Cloud Computing, Machine Learning, Predictive Analysis, Business Analytics, Strategic Management, Leadership

Business and Information Technology School (BITS), Sikkim Manipal University

2018

Bachelor of Science in Information Management Systems (B.Sc. IMS)

Indian Institute of Hardware and Technology (IIHT)

2016

Global Infrastructure Management Service (GIMS)

Academic Projects

Digital Transformation: CRM Implementation

- Designed and implemented a CRM system to streamline customer relationship management for an organization.
- Conducted cost-benefit analysis, created process flowcharts, and developed an implementation plan.

Energy Consumption Prediction (Python)

- Analyzed energy consumption datasets using Python (pandas, correlation analysis) for preprocessing and exploratory analysis.

IoT & Blockchain in Agri-Food Supply Chain

- Studied the application of IoT and blockchain to improve transparency and efficiency in Agri-Food logistics.

Certification

- Cisco Certified Network Associate Routing and Switching (CCNA, CISCO ID: CSC013254507)
- Digital Marketing Associate