

SANTOSH MANANDHAR

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SYSTEM ADMINISTRATOR

System Administrator with 10+ years of industry experience bringing a wealth of knowledge and expertise in managing and maintaining servers, networks, and ITSM frameworks. Proven track record of delivering exceptional results through proficiency in system administration, network management, security protocols, virtualization, backup and disaster recovery, and cloud computing. Designed, implemented, and maintained ServiceNow Discovery schedules and jobs. Excellent communication skills, adept at collaborating with team members, clients, and management to ensure seamless project delivery.

Windows System Administration and Repair • Active Directory • Group Policies
System Security • Backup & Recovery • ServiceNow CMDB, Discovery and Service Mapping • Network Management • Hardware and Software upgrade • AWS • Microsoft Azure
McAfee ePO Administration • SolarWinds Monitoring • VMware ESXi/vSphere • Exchange Admin Center

Languages: Java

Web: HTML5, CSS3

Web Services: Rest

Web/App Servers: IIS

Frameworks: Spring, React

Databases: MS SQL, MySQL, MongoDB, PostgreSQL

SDLC: Scrum/Agile

Tools: Eclipse, IntelliJ IDEA, VS Code, StarUML, ServiceNow

Platforms: Windows

PROFESSIONAL EXPERIENCE

CAREER NOTE: Completed on-campus studies and currently taking distance education courses to complete a **Master's Degree in Computer Science** (Available for full-time, W-2 employment).

RTI INTERNATIONAL, Kathmandu, Nepal • 02/2018-08/2022

US-based nonprofit research institute providing R&D and technical services in areas including healthcare, environment, international development, and education.

IT Officer (System Administrator):

Served on global GTS team supporting RTI international US-based head office and regional offices in Asia, Africa, and the USA.

- Deployed [ServiceNow](#) service mapping for applications, resulting in a 30% reduction in application troubleshooting time during periods of downtime.
- Led enterprise-wide migration of McAfee VSE to ENS and DNS / DHCP from Server 2008R2; improved security and performance while reducing regular system alerts by 20%.
- Monitor and manage ServiceNow MID Servers.
- Ensuring that the ServiceNow platform is properly maintained and updated with the latest patches and upgrades.
- Review the CMDB data in ServiceNow to ensure that all the information (CIs) is accurate.
- Performance monitoring: configured SolarWinds WPM and NTA monitoring system to track the status and health of the website, servers, and firewalls.

Technologies Used: ServiceNow(CMDB, Discovery and Service Mapping), Windows Server, FTP, File Share Service, Active Directory Domain Services, DNS, DHCP, Virtualization (Azure, VMWare), Documentation

USAID EARLY GRADE READING PROGRAM NEPAL, Kathmandu, Nepal • 08/2015-01/2018

Initiative funded by RTI International, providing foundational reading skills to primary school students in Nepal.

IT Specialist

Established IT infrastructure in the head office and 6 regional offices throughout Nepal. Provided daily technical support to over 100 end users.

- Successfully led the set-up of LAN configuration, servers, PABX systems, power, and file server backup systems at the head office and 6 regional offices in Nepal.
- Conducted efficient troubleshooting of server and network issues, minimizing system downtime by 30% and ensuring uninterrupted operations.
- Monitored Internet connectivity and collaborated with the ISP to promptly resolve Internet outages, reducing service disruptions by 20%.
- Implemented critical applications and updated security patches in collaboration with the Asia regional office in Jakarta, enhancing system reliability and strengthening data security by 15%.

Technologies Used: Windows Server, File Share Service, Active Directory Domain Services, PABX System, DNS, DHCP, NAS

INTERNATIONAL ORGANIZATION FOR MIGRATION, Kathmandu & Damak, Nepal • 04/2012-07/2015

Organization focused on the resettlement of Bhutanese refugees in Nepal, with later missions including migration and health, emergency response, disaster risk reduction, and labor migration issues.

IT Assistant

Provided onsite and offsite technical support to field and office teams, including preparing laptops with software properly installed for field visits and daily monitoring of backup systems.

- Reduced operating system and software installation time by 60% in desktops and laptops.
- Provided ICT training to end users to ensure proper use of new and existing systems and applications; reduced trouble tickets by 18%.
- Maintained ICT equipment and installed new devices in coordination with Asia Regional Office.
- Updated antivirus security patches to ensure system security.
- Assisted in implementing and managing a centralized data backup system.

Technologies Used: Windows-Based Server and Client OS, MacOS, Juniper Firewall, Windows File Share

ELITE NETWORKS PVT. LTD., Kathmandu, Nepal • 12/2010-03/2012

Leading IT system integrator and infrastructure provider specializing in supporting banking sectors and nonprofit setup of ATM machines, servers, networking and power backup systems.

Senior Support Executive

Maintained Windows server and services including AD, file share, and MDAEMON email services. Delivered technical support to bank networks and servers.

Technologies Used: Windows Servers, MDAEMON, Wincor Nixdorf Preview, MS SQL, Cisco Firewall

COMMODITIES AND METAL EXCHANGE NEPAL LTD., Kathmandu & Damak, Nepal • 11/2007-01/2010

Nepal's 1st commodities exchange company.

IT Officer

Trained brokers and team members in using trading software. Monitored backup systems and managed system and network operations.

Technologies Used: Windows Server, Active Directory, MS SQL, Cisco Firewall

ACADEMIC PROJECTS

Maharishi International University

Property Management System (2023): Developed web application to facilitate communication between property owners and customers regarding residential real estate. Designed functionalities to allow customers to search for properties, save preferences, apply, rent and purchase; and owners to list properties and accept applications. Designed admin panel to manage both customers and owners. Built front-end using React, Bootstrap, and Axios; constructed back-end using Java, Spring (MVC, Boot, Security, Data, AOP, Dependency Injection), Hibernate, MySQL, JWT, REST, and Azure App Service for CI/CD along with Git.

Technologies Used: *React, Bootstrap, Axios, Java, Spring (MVC, Boot, Security, Data, AOP, Dependency Injection), Hibernate, MySQL, JWT, REST, Azure App Service, Git.*

Badge Membership System (2023): Assisted team in designing back-end architecture for system maintaining transaction records for different locations using badge.

Technologies Used: *PostgreSQL, Spring Boot, Spring MVC, Azure DevOps, Azure App Service, CI/CD Pipeline, GIT, Postman*

Portal Website (2023): Created dynamic website using AWS services, including EC2, S3, and Route 53. Leveraged AWS's scalability and reliability to ensure high availability and seamless user experience. Implemented security measures such as SSL/TLS encryption to safeguard against potential threats. Successfully deployed website and monitored performance using AWS CloudWatch.

Technologies Used: *AWS Service, SSL/TLS Encryption, AWS CloudWatch*

Library Management System (2022): Contributed to development of Java-based library system with Swing user interface that allows patrons to view and reserve books, and administrators to manage CRUD operations. Followed MVC architecture and Agile methodology to create intuitive and user-friendly interface.

Technologies Used: *Swing*

EDUCATION

Master of Science in Computer Science

(In progress via distance education; expected completion April 2025)

Maharishi International University, Fairfield, Iowa

Key Courses: *Fundamental and Modern Programming Practices, Cloud Computing, Enterprise Architecture, Algorithms, Database Management Systems*

Master of Science in Information Technology (2015)

Sikkim Manipal University, Gangtok, India

Key Courses: *Software Engineering, Object-Oriented Programming, Database Management Systems, Analysis and Design of Algorithms*

Bachelor of Science in Information Management

Prime College, Kathmandu, Nepal

CERTIFICATIONS

Microsoft Azure Fundamental
Microsoft Certified IT Professional
Microsoft Certified Solution Associate
Microsoft Certified Technology Specialist

PROFESSIONAL DEVELOPMENT

Basic Security in the Field II
Advanced Security in the Field
Safe and Secure Approaches in Field Environment