Sarvgya Nath Pant

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PROFESSIONAL PROFILE

IT Service Desk and Systems Support professional with **over 4 years of** experience eager to provide technical support and managing IT infrastructure for government and enterprise clients. Specialised in **network optimization, cloud security, and threat mitigation**, with proven results in **reducing downtime by 30% and improving system reliability** with the focus in **service delivery and operational reliability**. Committed to driving innovation and efficiency in network design and security, with a focus on future-proofing IT systems.

KEY SKILLS SUMMARY

User & System Support: Microsoft 365, ServiceNow, Active Directory, Windows 10/11, device setup, account management, MFA, MDM.
Networking & Security: Cisco ASA/Firepower, Fortinet, Sophos, VPN, firewall, network troubleshooting, patching, compliance (Essential Eight).
Server & Cloud Systems: Windows Server, Azure AD, DNS, File & Email servers, Hyper-V, VMware vSphere.
Monitoring & Troubleshooting: SolarWinds, ManageEngine, Wireshark, NMS tools.
Customer Service: Strong communication, incident management, ticket resolution, and end-user training.
Documentation & Reporting: ITIL-based incident logging, knowledge base creation, audit documentation.

EDUCATIONAL BACKGROUND

Master of Networking (Cybersecurity Specialization)   Jul 2022 – Jul 2024
Melbourne Institute of Technology, Melbourne, Australia

UNIVERSITY PROJECT

Title: Secure Network Design for Enterprise Environment
Institute: Melbourne Institute of Technology, Melbourne
Objective: To design and implement a secure, scalable enterprise network with cloud integration and redundancy.
Tools: Cisco Packet Tracer, VMware vSphere, Windows Server, Active Directory, Firewall Policies.
Duties: Worked as part of a 4-member team. Designed network topology, configured VLANs, firewalls, and AD policies. Documented technical implementation and conducted penetration testing.
Result: Delivered a secure and scalable enterprise solution. Learned advanced network hardening techniques and collaboration in enterprise-scale projects and secured High Dinstinction in Capstone Project.

RELEVANT EXPERIENCE

IT Support and System Administrator   Mar 2025 – Present
Techtrums PTY LTD, Coburg,VIC

- Provide technical support and resolve ServiceNow tickets for Microsoft 365 and Windows systems.
- Conduct security audits across multiple organizations using Essential Eight tools, implementing baseline protections to harden systems against cyber threats.
- Leveraged Netwrix Auditor to detect security vulnerabilities, prove compliance, and helped streamline audits processes, reducing manual effort by 40%.
- Identified and repurposed 3+ unused network devices and servers, expanding in-house capabilities while improving business process efficiency by 30% and saving $10K in hardware costs.
- Diagnosed complex connectivity issues across wired and wireless networks using diagnostic tools like Ping and Wireshark; bolstered system reliability for over 100 active network users.

- On boarded 50+ employees by setting up accounts, and devices, and implementing security policies (MDM, MFA, and SSO), reducing security risks by 40%.
- Collaborated with the Academic team to revamp course structure for IT graduate training programs, specifically enhancing Cisco Network Administration components, resulting in a 30% increase in student engagement during sessions.
- Administered and maintained over 100 user accounts in Active Directory, implementing rigorous security compliance measures that safeguarded sensitive data and minimized potential vulnerabilities within the organization.

Network and System Administrator   **Oct 2018 – Mar 2022**
Sastra Network Solutions, Kathmandu, Nepal
Key Achievements:

Infrastructure Modernization:
- Upgraded legacy network infrastructure for **10+ government agencies**, implementing Cisco/Juniper/HPE/Cambium L2 and L3 Networking components with security measures, **reducing latency by 25%**.
- Designed and optimized enterprise wireless networks using Ekahau and Aruba Visual RF heat mapping tools, **boosting wireless coverage area by 30%** through strategic AP placement and channel allocation.
- Virtualized **50+ physical servers** using VMware vSphere and Citrix Zencenter, cutting hardware costs by **40% and improving backup efficiency**.
- Implemented FreeRADIUS with EAP-TLS for **75K+ users, achieving 99.99% auth uptime.**
- Integrated various vendors systems with Cisco TMS for hybrid conferences, supporting **100+ concurrent users** across **7 government offices**.
- Worked in an office datacenter where I monitored network traffic and addressed performance issues in line with **Tier 2 SLAs**, utilized a **ticketing system** to manage and resolve technical issues, assisted clients with complex troubleshooting. Achieving a **98% satisfaction rate and developed infrastructure upgrade** proposals (e.g., server virtualization, network optimization) that improved server utilization by 25% and reduced operating costs by 10%. **Security Enhancements:**
- Deployed Cisco Firepower Threat Defense (FTD), blocking **500+ malicious IPs/month** and reducing **security incidents by 35%.**

Project Leadership:
- Designed, implemented and handed over the Nepal Police Headquarter centralized wireless system project coordinating various stake holders.
- Led the Government Integrated Datacenter (GIDC) Nepal project, completing the project one month early by coordinating 10+ vendors.
- Implemented Cisco CUCM for the Prime Minister's Office, enabling secure video conferencing across 7 provincial offices.

REFERENCE

Available upon request