Sudarshan Sapkota

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WORK EXPERIENCE

IT Support Help Desk   4/2022 – 5/2023
E-sewa Ltd.   *Lalitpur, Kathmandu*

Duties and Responsibilities

- Provided technical support to end-users by troubleshooting hardware and software issues, reducing downtime by 30%.
- Responded to support tickets and emails in a timely manner using a ticketing system, ensuring 95% customer satisfaction.
- Assisted in setting up user accounts, email, and network access, while maintaining security protocols.
- Documented common issues and created step-by-step user guides to streamline future support.

SKILLS

Technical Skills

- Cloud Platforms: Azure, AWS
- Operating Systems: Windows, Linux (Ubuntu, CentOS)
- Scripting Languages: Bash, Python, SQL
- Tools: Docker, Kubernetes, Git, Wireshark, FTK Imager, Splunk, Apache
- Database: PostgreSQL, SQL Server, MariaDB
- Networking: VPN, Load Balancing, DNS, DHCP, VLAN, OSPF

Soft Skills

- Effective communicator with experience in video demonstrations and presentations
- Strong troubleshooting and problem-solving skills
- Ability to work under pressure and adapt to new technologies quickly

EDUCATION

Seneca Polytechnic College   North York, ON
Diploma in Computer Systems Technician   *2023-2025*

- Microsoft Azure, AWS, Technical Support for Network Administrators, Wireless Networks, MS Cloud Administration

NIST College   Kathmandu, Nepal
High School in Computer Science   *2020-2022*

Projects

MST400 Projects

Project 1: Deploy and Publish a Company Website on Azure   Winter 2025

- Deployed a multi-region company website using Azure resources in Canada Central and Ireland.
- Implemented load balancing and geo-based traffic routing for high availability and performance.
- Deployed a remote Windows 10 VM in South Africa region for client testing.

Project 2: Secure Cloud Infrastructure with Backup and VPN   Winter 2025

- Configured secure P2S VPN, Azure File Share, and scheduled backup policies.
- Demonstrated a manual backup and restore process using Azure Backup features.

CSP450 Projects

Project: Real-Time Transactional Machine Learning with Kubernetes   Winter 2025

- Modified a TML Python-based solution, containerized it with Docker, and deployed on Kubernetes.
- Integrated MariaDB, Kafka, and a real-time dashboard for data preprocessing and visualization.
- Demonstrated different preprocessing types with live data in a custom TML dashboard.

Awards and Certifications

The Complete Python Programming Course   2024
Udemy