

SANTOSH POUDEL

Dubai, United Arab Emirates

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Network Engineer | Senior IT Support Engineer

SUMMARY

IT Engineer with over two years of experience implementing and managing advanced technologies to drive organizational efficiency. Proficient in designing LANs, WANs, and Intranets, managing multi-vendor network infrastructure, hardware and software troubleshooting, and ensuring security. Committed to staying updated on industry trends for optimal network efficiency. Seeking opportunities for personal and organizational growth.

TECHNICAL SKILLS

Networking Fundamentals & Security | Hardware & Operating Systems | Troubleshooting & Maintenance
Software Installation & Configuration | Virtualization & Remote Support | Customer Service & Documentation

EXPERIENCE

Vianet Communications Ltd, Lalitpur, Nepal

Network Engineer | Senior IT Support Engineer

December 2021 – February 2024

- Designing, implementing, and troubleshooting network issues.
- Collaborating with vendors and staying abreast of industry trends.
- Configurations of various networking devices; ONU, Router, OLT, Switches, Firewall, etc.
- An operational understanding and implementation of BGP, MPLS, VPLS, LACP, OSPF, STP, Load Balancing, VPN, and other routing protocols.
- Understanding and habitual of Radius and BNG.
- Familiar with TCP/IP, DNS, DHCP, VoIP, NAT, and other components.
- Hand-on experience with monitoring tools such as Cacti, Checkmk, MRTG, SmokePing, Zabbix, Libre, etc.
- Participating with cross-functional and multi-vendor.
- Serve up technical assistance to clients for the endpoint devices.
- Troubleshoot including printers, CCTV systems, E-mail servers, and IP Phone.
- Support providing procedural documentation and relevant reports.
- Habitual with Windows, Linux, and MAC OS.
- Diagnostics and maintenance of computer hardware and software.
- Network troubleshooting and support the technical issues.
- Lead associate support export with training.
- Analyze and report on various network device faults to corresponding departments.

ORGANIZATIONS

Ten Orbits Pvt. Ltd. Junior Security Engineer (Mar 2021 – Jun 2021), Bakundole, Lalitpur

Namaste InfoTech Pvt. Ltd. Network Assistant (Dec 2018 – Feb 2019), Anamnagar, Kathmandu

EDUCATION

Bachelors in Networking and IT Security, Islington College (London Metropolitan University), Kathmandu, Nepal

Associate of Applied Science, Himalayan Whitehouse International College, Kathmandu, Nepal

SOFT SKILLS

Good Communication | Time Management | Decision Making | Problem Solving | Multi-Tasking | Collaboration

LANGUAGES

English | Hindi | Nepali