

Dipak Chaulagain

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Summary

Network Administrator with extensive experience in network and IT solutions. Highly committed and eager to learn, with a strong aptitude for managing and optimizing IT systems. Proficient in system administration, network configuration, problem-solving, and scripting. Adept at implementing robust solutions and maintaining reliable IT infrastructure.

Skills

- Python programming
 - L2/L3 Switch & Router configuration (Cisco, Huawei, Mikrotik), OSPF, MPLS
 - Firewall Configuration (PaloAlto), IPSec VPN, SSL VPN
 - Wireless AP/Mesh networks, CCTV configuration
 - Certified on HCIA-Routing & Switching
 - PC Hardware and Software troubleshooting (Linux, Windows, MacOS)
 - Linux Server, VMWare ESXi
 - DNS, Windows Server, Active Directory, and containerization
 - Monitoring tools (Nagios, Zabbix)
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Training

- **NPIX-Network Security Workshop** (4 days)
 - Attended a comprehensive workshop on network security, covering advanced security protocols and best practices.
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Professional Experience

Dish Media Network Ltd.

IT Support Engineer (Full-time)

10/18/2022 – Present Day

- Configured and managed network for the Data Center, optimizing performance and reducing downtime.
- Configured NAT policies, security policies for LAN, Server, and WAN zones, improving network security and traffic management.
- Planned, designed, and implemented network layout within office premises, increasing coverage.

- Configured and maintained network devices (L2/L3 switch, router, wireless AP, firewalls), improving network efficiency.
- Monitored and managed local office network, ensuring uptime and resolving issues promptly by installing and configuring monitoring software, reducing incident response time.
- Installed and managed biometric devices and CCTV cameras, enhancing office security.
- Troubleshoot and maintained in-house Linux and Windows servers on ESXi host, ensuring server uptime.
- Automated daily reports and maintenance tasks, increasing efficiency and saving time. Created and maintained inventory and work reports, improving tracking accuracy.
- Installed, maintained, and troubleshooted computer devices, software (OS), and resolved issues related to employees' PCs, laptops, software, and web applications, reducing downtime.

Dish Media Network Ltd.

IT Support Intern (Full-time)

05/15/2022 – 10/17/2022

- Performed computer maintenance and troubleshooting, including software installations and hardware problem-solving, resolving most issues on first attempt.
- Installed Operating Systems and set up computers, reducing setup time.
- Monitored networking devices and performed basic networking tasks (PC network setup, network connectivity checks), ensuring network uptime.
- Managed network cables, including clamping and connections, improving network organization and reducing downtime.
- Set up and troubleshooted printers for network connection and sharing, improving printing efficiency.
- Installed and configured CCTV cameras and biometric devices, enhancing office security.
- Installed, configured, and managed wireless network devices, improving network performance.
- Prepared accurate records of inventory and work reports, improving tracking accuracy.
- Reported issues and problems to supervisors, ensuring timely resolution and reducing response time.

Education

- **BS in Computer Engineering:** Mid-Western University, Surkhet, Nepal (11/2017-09/2022)
- **Intermediate in Science:** Siddhartha English Secondary School, Banepa, Kavrepalanchok, Nepal (07/2015-09/2017)
- **School Leaving Certificate:** Bal Ujjwal Secondary School, Namobuddha-10, Kavrepalanchok, Nepal (04/2014-06/2015)

