Dipak Chaulagain

Network & System Administrator

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PROFESSIONAL SUMMARY

Results-driven Network & System Administrator with over 3 years of progressive experience in designing, implementing, and maintaining enterprise-grade networks. Proven expertise in multi-vendor environments including Cisco, Palo Alto, Huawei, Fortinet, and MikroTik. Adept at network security, automation, system administration, and end-to-end IT support with a strong focus on uptime, performance, and security compliance.

CORE SKILLS

Networking: OSI/TCP-IP, Subnetting, VLANs, Routing, Switching, DNS, DHCP, OSPF, MPLS, QoS, NAT

Firewall & Security: Palo Alto NGFW (PAN-OS), Fortinet FortiGate, ACLs, VPN (IPSec/SSL), IDS/IPS, Zone-based segmentation

Hardware: Cisco, Huawei, MikroTik, Palo Alto routers/switches/firewalls, Access Points

Wireless: WLAN design, 802.11 standards, WPA2/WPA3, Wireless controllers

Monitoring & ITSM: Zabbix, Nagios, SNMP, Oxidized

Automation: Python scripting, Ansible, REST APIs, config backup automation

Performance Tools: Wireshark, iPerf, NMAP

Virtualization: VMware ESXi, Proxmox VE, Containerization (Docker)

Systems & Platforms: Linux Server, Windows Server, Active Directory, DNS, DHCP, HAProxy, Ngnix, OpenVPN

IT Support: Hardware/software troubleshooting, OS installation, CCTV/biometrics, asset management

Certification: HCIA – Routing & Switching

PROFESSIONAL EXPERIENCE

Dish Media Network Ltd | Network & System Administrator

Dec 2025 – Present

Full-time

- Administered Palo Alto NGFW — security policies, NAT, App-ID, User-ID, and Content-ID across multiple zones.
- Configured Threat Prevention profiles: Anti-Virus, Anti-Spyware, Vulnerability Protection, and URL Filtering.
- Managed GlobalProtect VPN for remote access and IPSec site-to-site tunnels for branch connectivity.
- Performed PAN-OS upgrades, HA Active/Passive failover configuration, and regular policy audits.
- Designed and enforced VLAN segmentation and zone-based firewall policies to strengthen internal network security posture.
- Monitored network infrastructure using Zabbix and Nagios; analyzed traffic patterns via SNMP traps.
- Administered Linux and Windows servers: user/group management, package updates, cron jobs, and service management.
- Managed Active Directory, DNS, DHCP, HAProxy services; handled GPO configuration and user/group policy enforcement.
- Deployed and managed virtual machines on VMware ESXi and Proxmox VE; performed VM provisioning, snapshots, and resource allocation.
- Familiar with Nutanix virtualization platform; assisted in VM administration and cluster monitoring via Prism.
- Familiar with Docker containerization; assisted in managing container lifecycle and image updates for internal services.
- Configured and supported Data Center network infrastructure including top-of-rack switching, inter-VLAN routing, and uplink redundancy to ensure high availability and optimal performance.
- Maintained and monitored server health, disk usage, and performance; responded to alerts and resolved incidents.

- Maintained detailed network topology diagrams, SOP documentation, and disaster recovery plans.

Dish Media Network Ltd | IT Support Engineer *Oct 2022 – Nov 2025*

Full-time

- Designed, implemented, and maintained enterprise LAN, WAN, VPN, and wireless networks ensuring high availability and security.
- Managed and configured Palo Alto NGFW policies, security zones, App-ID, User-ID, and Threat Prevention profiles to enforce perimeter security.
- Configured and administered Fortinet FortiGate, Cisco, and MikroTik routers, switches, and firewalls across multi-site environments.
- Created and managed IPSec and SSL VPN tunnels for secure remote access and inter-branch connectivity.
- Configured NAT, QoS, and ACLs to optimize traffic prioritization and network performance.
- Implemented HA (high-availability) pairs and link aggregation (LACP) to improve redundancy and minimize failover time.
- Provided Tier 2/3 IT support: diagnosed and resolved complex hardware, software, and network issues for internal users.
- Collaborated with cross-functional teams on Wi-Fi authentication (RADIUS), server access provisioning, and firewall rule deployments.
- Maintained IT asset inventory and contributed to work-order documentation and ticketing workflows.

Dish Media Network Ltd | IT Support Intern *May 2022 – Oct 2022*

Full-time Internship

- Configured and monitored basic network setups, ensuring consistent uptime for office and branch environments.
- Performed OS installation, patch management, and hardware/software troubleshooting across workstations and servers.
- Installed and maintained CCTV surveillance systems and biometric access controls, enhancing physical security.
- Managed structured cabling, patch panels, and network connections; ensured proper labeling and documentation.
- Maintained IT asset inventory and contributed to work-order documentation and ticketing workflows.
- Assisted senior engineers in firewall rule reviews, VLAN configurations, and routine network audits.

TRAINING & PROFESSIONAL DEVELOPMENT

- **NPIX – Network Security Workshop (4 days):** Advanced security protocols, firewall hardening, and network protection best practices.
- **Self-study & lab practice:** Palo Alto PAN-OS, Fortinet FortiGate, Ansible automation, Python for network engineers.

EDUCATION

B.Sc. Computer Engineering | Mid-Western University, Surkhet, Nepal 2017 – 2022

Intermediate in Science (+2) | Siddhartha English Secondary School, Banepa 2015 – 2017

School Leaving Certificate (SLC) | Bal Ujjwal Secondary School, Namobuddha 2014 – 2015