SUMAN NEUPANE

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PROFESSIONAL SUMMARY

Dynamic IT Support Engineer with a proven track record of delivering exceptional technical support & system optimization in fast-paced environments. Skilled in managing multi-site IT infrastructures, troubleshooting hardware & software issues, & improving IT service delivery. Experienced in network administration, Active Directory management, & Microsoft 365 administration, with knowledge of virtualization, endpoint security, & disaster recovery. Proficient in using ticketing systems like ManageEngine, ServiceNow, & Jira to resolve IT issues efficiently while meeting SLAs. Known for strong communication skills, proactive problem-solving, & a dedication to enhancing user satisfaction. Excels in taking on new challenges & implementing practical IT solutions to support organizational goals.

TECHNICAL SKILLS

• Virtualization	• Security	• Disaster Recovery
• Operating Systems	• Endpoint Management	• Cloud Services
• IT Service Management	• Video Conferencing	• Asset Management
• Microsoft Ecosystem	• Hardware Support	
• Network Administration	• Scripting & Automation	

SOFT SKILLS

• Problem-solving	• Customer focus	• Proactive mindset
• Communication	• Adaptability	• Attention to detail
• Team collaboration	• Organization	
• Time management	• Training & documentation	

PROFESSIONAL EXPERIENCE

IT Support Engineer (Disaster Management Project for Government, ERV)   Dec 2022 – Sep 2024
JOHNS LYNG GROUP

- Delivered comprehensive IT support across 15 sites for the Emergency Recovery Victoria Project, assisting over 500 users through Helpdesk, phone calls, & onsite troubleshooting; streamlined processes to minimize downtime & enhance user satisfaction.
- Configured, upgraded, & maintained multi-site network infrastructures, computing systems, & IT peripherals to ensure seamless operations, robust security, & high availability across diverse locations.
- Provided tailored end-user training & managed IT asset inventory, fostering compliance with operational standards & boosting overall efficiency in Victoria, NSW, & South Australia.
- Designed, implemented, & documented IT frameworks for new sites, enabling swift deployments, clear workflows, & effective troubleshooting for ongoing & future projects.
- Monitored network performance, evaluated emerging technologies, & recommended strategic improvements, contributing to enhanced system functionality & operational scalability.
- Managed & resolved multiple high-priority IT issues concurrently, employing a structured approach to address critical problems promptly & sustain system reliability.
- Coordinated IT support for Emergency Recovery Victoria, managing ticket resolutions efficiently, preparing disaster-ready IT kits, & ensuring all essential devices & network configurations were in place.
- Prepared & delivered detailed management reports on network performance, usage patterns, IT inventory, & asset procurement, aiding in strategic planning & resource allocation.
- Utilized tools like Microsoft 365 Admin Centre, Active Directory, VMWare, Azure, Exchange, FortiClient, & Trend Micro to optimize IT infrastructure & security while supporting user needs effectively.

PROJECTS

Buyer-Seller Mobile Interface: Mar 2021 - Oct 2021
- Developed a B2B mobile interface with an integrated payment system.
- Technologies: Python, PHP, MySQL, WordPress.
- Achievements: 'Second Best Project Award'.

Portfolio Website (https://sumanneupane1.github.io/):   Nov 2022

- Created a responsive website for showcasing projects & blogs.
- Technologies: VSCode, JavaScript, HTML, CSS, Git, GitHub.

CERTIFICATIONS

- Fortigate Firewall Administration.
- AZ-900 Microsoft Azure Fundamentals.
- Active Directory & Group Policy Lab

EDUCATION

B.Eng – Engineering	|2018|	THAPATHALI INSTITUTE OF ENGINEERING
B.IT. – Information Technology	|2022|	MELBOURNE INSTITUTE OF TECHNOLOGY

REFERENCES

Available on request