

Rashik Maharjan

Email: itsrashikmj@gmail.com

Phone: 9843204300

Current Location: Bholdhoka-08, Lalitpur



Career Objective

Seeking a position in **Cloud & System Engineer** where my dedication, meeting goals, creativity and the ability to follow through can be utilized for the better growth and profit of the company as well as myself. To join the organization where I can utilize my learning and knowledge practically, achieve greater heights and help myself to build a dynamic career and also to contribute and practice idea, effort and creativity as demanded.

PROFILE SUMMARY

- **Excellent IT service Administration skills with around 4 years plus of experience in Service industry and Technical Support Roles.**
- Always keen to learn new technologies and ability to self-study and research.
- Comprehensive problem-solving abilities, Customer handling, Team facilitator, Strong time management, work prioritization skills.
- Good Communication skill, Self-motivated and punctual, Flexibility and Adaptability.

TECHNICAL SKILLS

Learner with an attitude to make a good career in Cloud Computing & System Operations.

- **Excellence Linux administration skills (RHCSA & RHCE trained).**
- **Hands-on experience working with core AWS services(EC2, VPC, IAM, LB, S3)**
- **Hands-on experience in configuring, managing, and maintaining hypervisors (VMware ESXi, VERGE IO)**
- **Fair Understanding of Git and GitHub**
- **Intermediate understanding of Fundamentals of Docker & Container.**
- **Intermediate knowledge Networking protocols (VLANs, IP, DNS, DHCP, OSPF, IPSEC, SSH, RDP) and of OSI & TCP/IP model.**
- Intermediate knowledge on E-mail server, Active directory server configuration & Administration, Microsoft 365 administration.
- Fair Knowledge on VPN services & Ability to configure VPN connections for both site to site & remote access VPN.
- Incident management, change management, Problem management, IT Asset management following industry best practices.
- Excellence Excel, Word and Sheets knowledge, ability to make proper documentation and write technical runbooks.

PROFESSIONAL EXPERIENCE

Datahub Nepal

Cloud Support & System Administrator Officer

September 2024 - Till date

Roles & Responsibilities:

- Monitor and Maintain cloud environments hosted in the data center to ensure optimal performance, uptime, and scalability, Assist in configuring and optimizing cloud.
- Manage virtualized and physical resources, including servers, storage, and networking equipment.
- Provide technical support to resolve cloud infrastructure and application issues, Diagnose and troubleshoot hardware, virtualization, and network connectivity problems.
- Implement and manage security policies for cloud environments, including firewalls & access controls.
- Plan and execute virtual machine (VM) migrations across hypervisors such as VMware ESXi, Verge.io to minimize downtime and optimize resource utilization, Conduct live and cold migrations of VMs to ensure seamless load balancing and high availability.
- Diagnose and resolve kernel-related issues, including module loading failures, kernel panics, and boot process anomalies, Configured and maintained system and application logs to ensure comprehensive monitoring and auditing of infrastructure.
- Implementing and managing failover strategies to ensure high availability and business continuity in critical environments, Optimized load balancing and failover processes to maintain seamless application performance during hardware or software failures.
- Designed, implemented, and maintained backup strategies to ensure data integrity and availability across critical systems, Performed regular backup testing and validation to ensure data recovery readiness in case of system failures or data loss.

Cloudfactory (Sprout Technology Pvt Ltd)

IT Service Delivery Analyst

October 2022 - April 2024 (1 year 8 months)

Roles & Responsibilities:

- Provide technical and administrative assistance for all IT managed On-premise or SAAS based solutions or applications (Google Workspace ,Office 365, Talentlms , Dameware , Slack , Zoom , Cato , Solarwinds Service Desk, Jira and various internally managed software)
- Resolve local network infrastructure, hardware and wireless issues within CF premises when needed.
- Onsite and Remote Laptop hardening for 1000+ employees globally.
- Provide both remote and on premise including troubleshooting Windows and MAC OS environments, installing and upgrading software and configuring systems and applications.
- Taking inbound emails/calls/tickets from global users with technical IT issues (software & hardware) with the view to resolve at first contact by providing a high level of customer service.
- Responsible and accountable for the tracking of incidents and requests from initial identification through to resolution, ensuring that appropriate categories for logging and escalating incidents and requests.
- Provide end-user IT support for all internal Cloud Factory employees, ensuring that the end-to-end customer experience is positive, consistent and high quality.
- Employee onboarding and off boarding following industry best security practice and guidelines.

Vianet communications Pvt Ltd

Technical Support Engineer

June 2019 – September 2022 (3 Year 1 months)

Roles & Responsibilities:

- Handled 50+ tickets per day on a daily basis and provided support for Internet and IPTV related issue to Consumer Broadband and SOHO clients.
- Diagnose and troubleshoot technical issues, including account setup and network device configuration.
- Remote assistance and guidance for basic router configuration and wireless configurations, remote connections to client's device via telnet, SSH.
- Extensively research and document customer technical issues.
- Work with devices from Cisco, nokia, huwai ONU and OLTs for troubleshooting customer issues and network configuration issues.
- Gather the required information necessary in order to best handle customer software and technical inquiries.
- Meet SLAs like response and resolution times by partnering within L2 and L3 Support organizations.
- Collaborate with Technical Support team members to properly manage customer inquiries and escalate when appropriate.

EDUCATION

- **School Leaving Certificate (SLC) [2014]**

National Children School-Kanibahal, Lalitpur

Percentage: 66.00%

- **Intermediate in Commerce [+2] [2014-2016]**

Moonlight Higher Secondary School-Kumaripati, Lalitpur,

Percentage: 54.8%

- **Bachelors in Information Management (B.I.M) [2016-2021]**

Nagarjuna College of Information Technology-Sankhamul, Lalitpur

Tribhuvan University

GPA: 2.83 Grade: B

Professional Training

- VergeOS Certified Data Center Virtualizer, Recovery expert & VMware Migrator
- AWS Cloud Architecting Associate (SAA-003) from Adex international Pvt Ltd.
https://www.credly.com/badges/21a3a1a9-ff2a-4417-a6b2-3b3c7323050d/public_url
- RHCSA & RHCE Course from Broadway Infosys Pvt. Ltd
<https://verify.broadwayinfosys.com/certificate-verification-code/eyJpdil6lnVYMIp3MXRnRFo2ZHVhRXZ2OUNqV2c9PSIsInZhbnVlIjojVUpKUG8wb1NOL3JGNnVuY2c3E4VXd4QT09IiwibWFjIjojODI2YTZkMjhhMDImNjg5MDY1MDg5MzQxYWU4ZTA4N2U4ZWU3NTthIOWRhMDdkODk2NTE0MTFINjVjOTBiYzVjNyIsInRhZyI6IiJ9>
- Fundamentals of DevOps Course from Vedu Global Institute.
- Hardware & Software training from Gateway Computer Institute.
- Graphic Designing & Pre-press course from The Creation Pvt. Ltd.

DECLARATION

I hereby declare that the above information is correct to the best of my knowledge and I bear the full responsibility for the correctness of the above-mentioned particulars.