

RANJIT POKHAREL

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SUMMARY

IT support professional with 2+ years of helpdesk experience and hands-on expertise in Windows/Linux administration, networking, and cloud platforms. Proven ability to resolve complex technical issues independently, with a track record of building and maintaining real-world infrastructure through personal lab projects. Graduate of the Computer Systems Technician diploma program at Seneca Polytechnic (2025), currently pursuing CompTIA Network+ certification.

TECHNICAL SKILLS

Operating Systems: Windows 10/11, Windows Server, Ubuntu/Debian Linux, macOS

Networking: VLANs, DHCP, DNS, static routing, VPN (WireGuard, Azure Point-to-Site), firewalls, Cisco/Aruba hardware

Cloud & Virtualization: Microsoft Azure, AWS, Proxmox

Administration: Active Directory, PowerShell, Linux CLI, Windows Server, SSH, Cloudflare DNS

Security & Monitoring: Splunk, OSSIM/SIEM, firewall rule configuration, security patching

Ticketing & Tools: ServiceNow, Jira, Microsoft Office 365

EXPERIENCE

IT Helpdesk Technician | *APAR Nepal Pvt. Ltd.*

Kathmandu, Nepal • Jul 2021 – Aug 2023

- Delivered first-level technical support for 100+ end-users across multiple departments via phone, email, and ticketing systems, maintaining consistent SLA compliance
- Diagnosed and resolved hardware, software, and network incidents — including OS failures, connectivity issues, and peripheral malfunctions — reducing repeat tickets through root cause documentation
- Installed, configured, and maintained operating systems, business applications, and peripheral devices across the organization
- Executed system updates, security patches, and routine health checks that minimized unplanned downtime
- Onboarded new employees by provisioning accounts, configuring access permissions, and setting up IT equipment
- Built a recurring-issue knowledge base that improved average resolution time for common incidents

Concierge | *Executek International*

Toronto, ON • Jan 2024 – Present

- Manage high-volume front-line inquiries and escalations in a fast-paced environment, consistently maintaining resident satisfaction
- Issue and track incident tickets, ensuring accurate routing and timely resolution — directly transferable to IT ticketing workflows
- Maintain detailed logs and documentation of daily events and communications, reinforcing a habit of precise record-keeping

PROJECTS

Self-Hosted Home Lab Server

- Built and maintain a Linux home server hosting Nextcloud (file sync), Immich (photo backup), and Jellyfin (media streaming) — all accessible securely over the internet
- Hardened access with SSH key authentication, UFW firewall rules, and dynamic DNS via Cloudflare, replicating enterprise security practices in a personal environment
- Configured WireGuard VPN for encrypted remote access to the home network, simulating a corporate remote-access solution
- Built isolated test environments using Proxmox virtualization for networking experiments and system troubleshooting practice

Networking & Security Labs – Seneca Polytechnic

- Configured VLANs, DHCP pools, and static routing on Cisco and Aruba hardware in live simulation environments

- Set up and validated Azure Point-to-Site VPN connections using Azure CLI; troubleshoot VPN tunnel and DNS resolution issues
- Deployed OSSIM and Splunk (SIEM) to collect and analyze logs from simulated cyberattacks, gaining hands-on SOC analyst exposure
- Simulated attack scenarios to test and validate system defences in a controlled lab environment

EDUCATION

Diploma – Computer Systems Technician

Aug 2025

Seneca Polytechnic, Toronto, ON

- Relevant coursework: Networking, Network Security, Windows & Linux Server Administration, Microsoft Azure, AWS

CERTIFICATIONS

CompTIA Network+ – *In Progress*

Expected 2026