Dipak Poudel

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SUMMARY

Results-driven Network & Systems Administrator with professional experience managing and supporting ICT infrastructure within an Australian higher education environment. Experienced in planning, configuring, administering and maintaining Windows Server environments, Microsoft 365 services, network infrastructure, routers, managed switches, wireless access points, IP-based CCTV systems and organisational applications.

Skilled in network administration, systems administration, Microsoft 365 administration, application support, infrastructure maintenance and technical troubleshooting while delivering reliable ICT services across academic and administrative operations. Experienced in monitoring network performance, implementing security controls, administering business applications and providing technical training to staff on Microsoft 365, Microsoft Teams, Zoom and student management systems. Strong analytical, problem-solving and communication skills with a commitment to secure, reliable and efficient ICT operations.

CERTIFICATIONS

- Fundamentals of Digital Marketing - Google
- Microsoft Office 365 – LinkedIn
- Windows 10 Troubleshooting for IT Support – LinkedIn
- IT Help Desk for Beginners – LinkedIn
- Improving your Leadership Communication - LinkedIn

EMPLOYMENT RECORD

Network & Systems Administrator

Australian Pacific International College (APIC), Sydney
15 July 2024 – Present

Responsibilities

- Managed and maintained the College's network and IT infrastructure to provide secure, stable and reliable connectivity across administrative offices, classrooms and student learning environments.
- Planned, configured, deployed and maintained network infrastructure including routers, managed switches, wireless access points, internet connectivity equipment and associated network services to support day-to-day organisational operations.
- Configured, administered and maintained the Windows Server environment, including user account administration, shared resources, access permissions, system configuration and routine server administration.

- Installed, configured, tested and maintained desktop computers, laptops, printers, network-connected devices and supporting software to ensure compatibility with organisational systems and operational requirements.
- Monitored network availability, network traffic, server performance, system health, device status and network utilisation to maintain operational readiness, optimise performance and minimise service interruptions.
- Configured and maintained TCP/IP network settings, DHCP services, wireless configurations, SSIDs and network device parameters to support secure, reliable and efficient communication across the College network.
- Implemented and maintained Windows Defender Firewall policies, antivirus protection, Microsoft security features, user authentication, access controls and security configurations to strengthen network and information security within the College environment.
- Investigated, diagnosed and resolved network, server, hardware, software, application and connectivity issues using systematic troubleshooting and fault-finding techniques.
- Analysed network performance, infrastructure utilisation and system requirements, recommending and implementing network upgrades, hardware replacements, system enhancements and configuration improvements.
- Installed, configured, maintained and supported IP-based CCTV surveillance systems, including PoE network devices.
- Managed, configured and optimised wireless network infrastructure by administering multiple wireless access points.
- Administered Microsoft 365 services including user provisioning, email configuration, licensing, identity administration, access management and ongoing support for organisational users.
- Administered and maintained organisational applications, including student management systems, collaboration platforms and business applications, while providing technical support, system configuration and user assistance to staff and organisational users.
- Delivered IT induction sessions, user guidance and technical training for staff on Microsoft 365 applications, Microsoft Teams, Zoom, student management systems and other organisational software.
- Performed routine infrastructure maintenance including operating system updates, firmware upgrades, backup verification, system monitoring, preventive maintenance and security updates.
- Prepared and maintained technical documentation including network diagrams, IP address allocation records, infrastructure configurations, IT asset registers and troubleshooting documentation.
- Coordinated with internet service providers, software vendors and external technical partners to maintain reliable ICT services.
- Researched, assessed and recommended improvements to network infrastructure, hardware, software, communications systems and system configurations.

IT Support Engineer (ABN)
Australian Pacific International College (APIC), Sydney
April 2023 – 14 July 2024

Responsibilities
- Provided Level 1 and Level 2 ICT support for staff and students across hardware, software, Microsoft 365 and network-related issues.
- Installed, configured and maintained desktop computers, laptops, printers and peripheral devices.
- Assisted with Windows Server administration including user account management, shared resources and access permissions.
- Supported Microsoft 365 administration including Outlook, Teams, OneDrive, Exchange Online and user account provisioning.
- Assisted with configuration and maintenance of routers, managed switches and wireless access points.
- Diagnosed and resolved Windows operating system, application, hardware and network connectivity issues.
- Installed and configured organisational software while supporting student management systems and collaboration platforms.
- Assisted with onboarding and offboarding users, Microsoft 365 licensing and account administration.
- Maintained IT asset records, technical documentation and support records.
- Escalated complex infrastructure issues while supporting ICT projects and system improvements.

HEAD CHEF — JUN 2020 – FEB 2023
SIX AINT SEVEN, SYDNEY

Responsibilities
- Ultimately responsible for ensuring the kitchen meets all regulations including sanitary and food safety guidelines.
- Management of whole kitchen team, Controlling and directing the food preparation process.
- Managing and working closely with other Chefs.
- Creating menu items, recipes and developing dishes ensuring variety and quality.
- Determining food inventory needs, stocking, ordering, and pricing.
- Listen and implement customer feedback.

TECHNICAL SKILLS

Operating Systems
- Windows 10
- Windows 11
- Windows Server

Microsoft Technologies
- Microsoft 365 Administration
- Exchange Online

- Outlook
- Microsoft Teams
- SharePoint
- OneDrive
- Microsoft Office Suite

Networking

- TCP/IP
- DHCP
- Routers
- Managed Switches
- Wireless Access Points
- Network Monitoring
- Network Troubleshooting
- IP Address Management

Infrastructure & Security

- Windows Defender Firewall
- Windows Server Administration
- Infrastructure Monitoring
- Backup Verification
- Firmware Updates
- Preventive Maintenance
- IP-based CCTV (PoE)

Applications

- Student Management Systems
- Microsoft Teams
- Zoom
- Organisational Business Applications

Virtualisation & Support Tools

- VMware
- Freshdesk
- TeamViewer
- Remote Desktop

PROFESSIONAL SKILLS

- Network Administration
- Systems Administration
- Technical Troubleshooting
- Analytical Problem Solving
- Technical Documentation
- Customer Service
- Communication Skills
- Team Collaboration

- User Training
- Time Management
- Continuous Learning
- Attention to Detail

EDUCATION

Bachelor of Information Technology – BIT **Nov 2021**
Victoria University

Professional Year Program **APR 2022 – MAR 2023**
QIBA

ACHIEVEMENT AND AWARDS

- Recognised for outstanding academic achievements, one of Victoria Universities top 10% highest achieving students and got offered to join Golden key International Honour Society.

REFERENCES

- Available on request.