

Santosh Parajui

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EDUCATION

APEX COLLEGE

Bachelor of Computer Information System (BCIS)

Old Baneshwor, Bagmati, Nepal

2019

TECHNICAL SKILLS

Professional Certification: VMware Certified Professional - Data Center Virtualization (VCP - DCV), VMware Certified vSAN specialist, Barracuda CloudGen Firewall - Foundation, Barracuda Email Protection - Email Gateway Defense – Foundation, Barracuda Email Protection - Incident Response - Foundation, Fortinet Network Security Associate – NSE.1, NSE.2 & NSE.3, Sophos Firewall Engineer

Platforms and Tools: AWS, Azure, Ansible, Terraform, Kubernetes, Git, Docker, bash scripting, Jenkins, Gitlab CI/CD

CORE TECHNICAL SKILLS AND ABILITIES

Server Configuration & Troubleshooting: Configured and troubleshot DELL, IBM, and HP servers.

Windows Server Management: Installed and configured Windows Servers, including Active Directory features, Group Policy Management, and File Servers.

NAS Storage Configuration: Configured NAS storages with appropriate RAID technologies.

SAN Storage Management: Set up SAN Storage and SAN switches, including zoning for host discovery and multipathing.

Virtualization: Managed virtualization environments using VMware vSphere and Microsoft Hyper-V.

HCI Systems: Installed and configured DELL VxRail and Sangfor Hyper-Converged Infrastructure (HCI) Systems.

Backup & Replication: Implemented backup and replication solutions:

- i) Veeam Backup and Replication for both virtual and physical environments.
- ii) Nakivo Backup and Replication for Virtual Environments.
- iii) Dell IDPA for VMware infrastructure.

System Center Configuration Manager: Installed and configured Microsoft System Center Configuration Manager, and deployed updates to end devices.

Firewall & Switch Management: Installed, configured, and troubleshot firewall devices and network switches.

WORK EXPERIENCE

Senior IT officer

Cypher Technology Pvt Ltd, Lalitpur, Nepal

2021 - Present

- **Technical Issue Resolution:** Proactively identified, researched, and resolved technical issues using analytical skills and troubleshooting methodologies, minimizing downtime swiftly.
- **Technical Assistance:** Responsively handled telephone calls, emails, and personnel requests for technical support, delivering timely and effective solutions to enhance productivity.
- **Problem Documentation & Tracking:** Methodically documented, tracked, and monitored reported problems through resolution, maintaining accurate records and using ticketing systems to prioritize and optimize workflow.
- **Collaborative Issue Escalation:** Worked with IT managers to escalate complex issues and communicate ongoing support activities, aiding informed decision-making and resource allocation.
- **Professional Development:** Continuously enhanced technical skills through self-directed learning and professional development, staying updated with industry trends and best practices to drive innovation and improve IT service delivery.

Junior IT officer

Cypher Technology Pvt Ltd, Lalitpur, Nepal

2019 - 2021

- **Hardware Maintenance:** Supervised maintenance across diverse systems including DELL, HP, and Supermicro, ensuring optimal performance and longevity.
- **Network Infrastructure Administration:** Managed network infrastructure using technologies such as Sophos, Barracuda, Cisco, Fortinet, and Mikrotek, ensuring robust connectivity and security.
- **Backup & Recovery:** Implemented backup and recovery protocols with Veeam and Nakivo, safeguarding critical data and reducing the risk of data loss.
- **User Support:** Provided comprehensive user support for onsite and remote needs, ensuring smooth operations and high user satisfaction.

- **System Upgrades & Installations:** Conducted system upgrades and installations to enhance IT functionality and efficiency in response to evolving business requirements.

IT Assistant

Wunderman Thompson Nepal, Kathmandu, Nepal

2017 - 2019

- **User Account & Access Management:** Administered user accounts, permissions, and access controls to maintain security and confidentiality.
- **System Backups:** Conducted regular backups to preserve data integrity and enhance security.
- **Technical Support:** Provided end-user technical assistance, troubleshooting hardware and software issues efficiently.
- **Help Desk Management:** Addressed help desk tickets promptly to resolve IT-related problems and ensure operational continuity.
- **User Training:** Facilitated training sessions to improve IT literacy and promote best practices among staff.
- **Documentation:** Developed and updated IT policies, procedures, and configurations to ensure consistency and facilitate knowledge sharing.
- **Regulatory Compliance:** Ensured compliance with GDPR and industry standards, proactively addressing potential risks and vulnerabilities.

MAJOR PROJECTS EXECUTED (HIGHLIGHTS):

- **Hyper-Converged Infrastructure (HCI) Deployment**

Cross-Sector Deployment Expertise:

- Led the deployment and configuration of HCI solutions in various industries like finance, healthcare, education, and manufacturing. Customized HCI setups to meet each industry's specific needs and compliance standards.

Sector-Specific Solution Design:

- Assessed client infrastructure needs and regulatory requirements for each sector. Designed and implemented HCI solutions using platforms like VMware vSAN, ensuring compliance, security, and optimized performance.

Collaborative Project Management:

- Worked closely with cross-functional teams and client stakeholders to ensure project success. Managed multiple deployment projects at once, keeping to strict timelines and budgets.

Customized Training and Support:

- Provided industry-specific training and support to client IT teams. Addressed unique challenges and best practices, equipping client teams with the skills needed to manage and maintain HCI environments after deployment.

- **Barracuda CloudGen Firewall SD-WAN**

Co-Deployment Leadership:

- Co-led the deployment and configuration of Barracuda CloudGen Firewall with SD-WAN solutions.

- Managed the implementation process from initial assessment to final deployment, ensuring smooth integration with existing network infrastructure. *Customized Solution Design:*

- Assessed client network requirements and challenges.

- Designed and implemented tailored Barracuda CloudGen Firewall with SD-WAN solutions to optimize network performance, security, and cost-effectiveness. *Project Management:*

- Worked closely with cross-functional teams and client stakeholders.

- Managed multiple deployment projects simultaneously, adhering to timelines and budget constraints while ensuring quality and customer satisfaction.

- **Microsoft Endpoint Configuration Management (MECM)**

- Managed end-to-end SCCM deployment projects for a diverse network of 2500+ endpoints across multiple locations.

- Automated software packaging and distribution processes, resulting in a reduction in deployment time.

- Implemented OS deployment task sequences, ensuring seamless migration to Windows 10 for all corporate devices.

Custom Scripting and Reporting:

- Developed PowerShell scripts to create custom SCCM reports, enhancing visibility into software inventory and compliance status.

Collaborative Troubleshooting:

- Collaborated with cross-functional teams to troubleshoot SCCM-related issues promptly and provide effective resolutions.

- **Private Cloud Migration and Configuration**

- Led the migration project for Union Life Insurance's private cloud infrastructure using Veeam Backup and Replication.

Deployment and Configuration:

- Deployed and configured the private cloud environment to optimize performance and scalability.

Veeam Backup and Replication Implementation:

- Utilized Veeam Backup and Replication for data migration and replication tasks, ensuring data integrity and continuity during the migration process.

Training and Support:

- Provided training and support to team members on using the new cloud environment effectively for development tasks.

Best Practices Implementation:

- Implemented best practices for development workflows and operational strategies to enhance productivity and maintain high standards of operation.

- **Rancher Kubernetes Engine 2 (RKE2) Cluster**

- Explored and led the deployment of Rancher within a 3-node RKE2 cluster for efficient management of Kubernetes environments. .

Configuration for High Availability:

- Configured the RKE2 cluster with appropriate networking and security settings to ensure the high availability and reliability of Rancher.

Centralized Management and Monitoring:

- Investigated Rancher's centralized cluster management, monitoring, and logging features for streamlined Kubernetes operations.

Collaborative Research and Development:

- Collaborated closely with teams to conduct R&D on Rancher and RKE2, exploring advanced configurations and best practices for enhanced Kubernetes orchestration and management.

EXTRACURRICULAR ACTIVITIES

- **Best Performer** in Apex Smart
- **Seasonal Hiker and Trekker**