

RIKIT THAPA

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PROFILE

CCNA, FCA AZ-900 certified **Computer Systems Networking Technician** with hands-on experience in **IT support, networking, and cloud solutions**. Skilled in **troubleshooting, Active Directory, Office 365, Azure, network automation, and PowerShell/Python scripting**. Passionate about **optimizing IT operations and delivering secure, reliable, scalable solutions**.

TECHNICAL SKILLS

- Routing & Switching
 - Network Automation & Python
 - Technical Support & Troubleshoot
 - Wireshark / Network Analysis
 - Windows 10/11 & Server
 - IT Ticketing Systems
 - Firewalls & Network Security
 - SQL Server / MySQL
 - Backup & Recovery
 - VLANs, DHCP & DNS
 - Virtualization
 - User support & Documentation
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EDUCATION & CERTIFICATIONS

- **Diploma, Computer Systems Networking Technician, Loyalist College, Belleville, ON**
| Graduated - April 2025 | Dean's List
 - Cisco Certified Network Associate (CCNA)
 - Fortinet Certified Associate in Cybersecurity (FCA)
 - Microsoft Certified: Azure Fundamentals (AZ-900)
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EXPERIENCE

Technical Sales Advisor — Best Buy | Oct 2023 – Jun 2025

- Diagnosed and resolved PC, network, and device issues, improving customer satisfaction and reducing support time.
- Recommended secure, compatible tech solutions, streamlining Geek Squad workflows and boosting trust.

Customer Support Representative — Techlink Solutions | Oct 2022 – Jul 2023

- Troubleshot software and connectivity issues via phone, email, and chat, minimizing ticket backlog.
 - Guided non-technical users and documented recurring problems, improving support efficiency.
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PROJECTS

- **Windows Server Domain Lab:** Built a Windows Server 2022 domain (AD DS, DNS, DHCP, GPOs) with centralized authentication and improved security through strong policies and access controls.
- **Python + SQL Automation Tool:** Created a Tkinter GUI that automated SQL updates via pyodbc, reducing task time from minutes to seconds and eliminating manual errors.
- **Network Connectivity Diagnosis Workflow:** Developed a PowerShell-based workflow to diagnose NIC, DNS, and configuration issues, restoring connectivity and speeding up troubleshooting.