Narayan Shrestha

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Summary

Started my career in 2000 building websites to building infrastructure for cyber cafes in Nepal, I am a Microsoft Certified IT Specialist with years of experience in hybrid environments. (on-premise and cloud), Windows Server, Azure cloud administration, Active Directory (on premise, Azure), Office365 E3, E5, F3 Administration. Endpoint Manager (Entra ID, Intune, SCCM, Windows Autopilot for End User Device Deployment), Jamf, Okta administration, Single Sign On deployment, SAML, LDAP, Google Workspace deployment and administration, Cisco AnyConnect VPN and certificate management, ServiceNow, Assyst.

Experience in deploying, troubleshooting Microsoft Teams, Teams Rooms.

Experience

Senior IT Support Specialist
Parexel
Aug 2022 – Present

- Worked with the Implementation team on assessment and upgrade of IT infrastructure in EPCU.
- Completed Wi-Fi survey and new Meraki Wi-Fi network design - RTLS standard for Early Phase clinics in USA and Europe.
- Managed IT operations in Baltimore EPCU, resolved Level 2 IT issues, Veeva Vault technical issues, trained IT Site Services Specialist.
- Planned structured cabling infrastructure for new clinical and office space collaborating with multiple vendors, including new IDF room build and upgrade MDF room build.
- Worked as subject matter expert in interviewing vendors to deploy physically isolated guest Wi-Fi networks (network as a Service) for the EPCU volunteers.

- Deployed NTP server based PoE clocks for the clinic.

IT Site Services Specialist

Parexel

Jun 2021 – Aug 2022 (1 yr 3 mos)

(Contractor: Tata Consultancy Services)

- Image laptops using PXE Boot, configure and deploy to work from home end users within North America region,
- Remotely resolve complex issue tickets escalated by Service Desk and Remote Desktop team for North America users related to laptops, printers, monitors, windows, Microsoft 365 - Office, SharePoint, Teams, OneDrive for Business), Cisco AnyConnect VPN etc, Kiteworks/Accellion. Manage certificates.
- Provide onsite support for end user devices, server room equipment and network issues in the clinical environment at Parexel International, Baltimore location.
- Train service desk, remote desktop, dispatch team when needed.
- Privileged Access Management with CyberArk and Azure.
- Asset lifecycle management of hardware and disposal of retired assets.
- Assist in access management and change management.
- Image and configure end user devices.
- Configure, troubleshoot BitLocker, TPM for device and data security.
- Configure Cisco AnyConnect client for decentralized users. Assist in troubleshooting Troubleshoot issues physical servers and virtual machines in Baltimore server room - vSphere, Windows Servers etc.

IT Operations Consultant - Self Employed

Phone Fix Zone, Doko TV

May 2018 – May 2021

- Ensure highest level of customer satisfaction per SLA.
- Created Intune configuration profiles, compliance policies and deployed Windows devices via Autopilot. Also, MDM services for iPhones and Android phones.
- Deployed and administered Microsoft 365 products (Office 365, Teams, OneDrive for Business, SharePoint, Exchange Online) for various size clients.
- Deployed scalable Azure Virtual desktops using Nerdio.
- Deployed Teams, Teams voice, MTR setups.
- Domain registration, website hosting, develop wordpress websites for clients.
- Designed and deployed Unifi, Meraki IT infrastructure for small to medium size business.
- Designed and deployed Wi-Fi networks for businesses with Ekahau products.
- Configure and maintain backup services to Synology NAS.
- Design cabling and rack, servers, switches, routers, patch panels for IDFs

- Deploy, troubleshoot, configure, configure windows desktops and Macs.

- Resolve operating system, application driver, access issues, - Adobe, Microsoft products.
- Performing data recovery of deleted and corrupted files from SD cards and hard drives.
- Configuring and troubleshooting network wifi, VLANs installed and configured routers and switches.
- Troubleshooting to determine problems for operating systems, applications and remote access, email and wireless issues.
- Okta administration
- Responsible for maintaining and rebuilding desktop computers, reimaging of desktops and laptops as needed and redeployment.
- Research and create knowledge base regarding new features on various

IT Specialist / Media Producer - Self Employed

En Vogue Portraits

Sep 2009 – Mar 2018 (8 yrs 7 mos)

- Configure and troubleshoot computers and networks for smooth workflow for the business.
- Upgrade operating systems to Windows 10 from Windows 7 and 8.1.
- Install software required for audio, photo and video editing like, Adobe Audition, Adobe Photoshop, Adobe Premiere Pro, Adobe Lightroom, Cakewalk Sonar, ProTools and more.
- Configure computers, light equipment, audio recorders, camera gears, microphones in the studio and outdoor for video production purpose.
- Configure and troubleshoot audio equipment for podcast setups.
- Configure and troubleshoot video conferencing setups for Zoom, Microsoft Teams, Google Hangouts etc.
- Maintain and upgrade equipment for the studio as needed.
- Build and maintain company websites using Wordpress.
- Configure domains.
- Maintain websites with web hosting and domain configurations with GoDaddy, NameCheap, Bluehost.
- Configure and maintain backup systems to internal backup and the cloud.

Education

Balkumari College

Bachelor in Business Studies, Business Administration and Management, General
2005 – 2007
No degree. Dropped out to give full time for self owned business.

Apex Academy

Intermediate in Management, Management, Computer

2000 – 2005
Business and Organizational Management

Narayani Public School
School Leaving Certificate, Business Administration and Management, General
1996 – 2000
Schools only percussionists for all the musical events in school.

Licenses & certifications

CompTIA Security+ ce Certification - CompTIA
Issued Feb 2024 – Expires May 2027

Microsoft 365 Certified: Teams Administrator Associate - Microsoft
Issued May 2022 – Expires May 2023

Microsoft Certified: Security, Compliance, and Identity Fundamentals - Microsoft
Issued Apr 2022

Microsoft Certified: Azure Fundamentals - Microsoft
Issued Apr 2021

Microsoft Certified: Azure AI Fundamentals - Microsoft
Issued Jul 2021

Introduction to CyberArk Privileged Access Management - CyberArk
Issued Aug 2021
Credential ID 9098611e-143c-3aba-aa8d-0f4ed225b736

CyberArk Certified Trustee - CyberArk
Issued Aug 2021
Credential ID 584774be-98ff-3f73-8a18-3d777906fcda

ServiceNow Fundamentals - ServiceNow
Issued Apr 2021

CompTIA Network+ ce Certification - CompTIA
Issued Feb 2024 – Expires Feb 2027

Certificate in Ecommerce - HTML, CSS, Javascript, PHP, MySQL - National College of Computer Studies, Nepal
Issued Jun 2003

Certificate in Microsoft Office Package - National College of Computer Studies, Nepal
Issued Oct 2002

Certificate in Communication and Multimedia System, Windows Operating System, Networking - Oxford Computer International, Nepal
Issued Jun 2000

Learning ITIL® - LinkedIn
Issued Oct 2021

Hands-on with Cisco Meraki Wireless Access Points - LinkedIn
Issued Jun 2022