

Rajkumar Neupane

IT Network Technician

Toronto, ON

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SUMMARY

CCNA and Google IT Professional certified networking graduate with comprehensive expertise in LAN/WAN architecture, routing protocols, and network security. Proven ability to configure multivendor equipment, troubleshoot complex connectivity issues, and implement scalable network solutions. Using hands-on technical skills and strong problem-solving abilities to support enterprise network infrastructure and drive operational excellence.

EDUCATION

Computer Systems Technician—Networking

Sept 2023 – Apr 2025

Canadore College, Toronto, ON

Intensive program that encompasses network design, routing & switching (OSPF, EIGRP), VLAN implementation, network security protocols, firewall configuration, and enterprise-level troubleshooting methodologies.

Higher Secondary Education (10+2) – Science

May 2022

Kathmandu College of Central State, Kathmandu, Nepal

Computer Hardware Technology/Technician

Jan 2020

Kantipur Technical Institute, Kathmandu, Nepal

Specialized training in chip-level diagnostics, hardware repair, component-level troubleshooting, and system restoration for laptops and mobile devices.

PROFESSIONAL EXPERIENCE

Computer Repair Technician Intern

Apr 2020 – Apr 2021

Kantipur Technical Institute, Kathmandu, Nepal

- Diagnosed and resolved hardware failures on various computing devices, achieving a successful repair rate of 95%.
- Provided tier-1 technical support to 50+ students and faculty members, resolving software and hardware issues
- Managed parts inventory and tool calibration, reducing equipment downtime by 30%
- Developed standardized troubleshooting workflows that reduced average repair time from 3 to 1.5 hours
- Documented repair procedures and created knowledge base articles for common technical issues

TECHNICAL SKILLS

Technical Skills: TCP/IP, DNS, DHCP, VLANs, STP, LACP; routing with OSPF, EIGRP, RIP, and static routes; experience with Cisco, HP, and Juniper switches/routers; Windows Server and Linux (Ubuntu, Kali); firewall configuration, ACLs, and VPN setup; WLAN design, WiFi troubleshooting, and access point management; tools including Packet Tracer, Wireshark, PuTTY, and GNS3; structured cabling with Cat5e/Cat6 and patch panel work.

CERTIFICATIONS

CCNA (Cisco Certified Network Associate)

Nov 2025

CCST (Cisco Certified Support Technician)

Apr 2025

Google IT Support Professional Certificate

Nov 2025

LANGUAGES

English Professional proficiency

Hindi Professional proficiency

Nepali Native speaker