SUMAN NEUPANE

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OBJECTIVE

Level 2 IT Support professional with hands-on experience across user support, infrastructure, and endpoint management. While my title sits in support, I've gradually taken on backend responsibilities that align closely with systems admin work. Passionate about technology, quick to pick up new systems, and always looking for better ways to improve workflows. Known for blending well with teams, introducing practical solutions, and building strong relationships across departments. Currently supporting day-to-day operations at Lowther Hall Anglican Grammar School, including deployments, backend maintenance, and project rollouts. Committed to delivering reliable IT services while continuing to grow into broader systems and cloud roles.

EXPERIENCE

Lowtherhall Anglican Grammar School, IT Support and Operations (Level 2)
Dec 2024 – Present

- Managed Active Directory user accounts, permissions, and group policies, streamlining onboarding, offboarding, and overall security management for staff and students.
- Supported and administered educational platforms including Google Workspace, Office 365, Synergetic and Schoolbox, enhancing collaboration and resource accessibility.
- Provided technical support for diverse hardware including desktops, laptops, iPads, printers, and AV equipment.
- Delivered comprehensive AV support for school events, examinations, and parent-teacher conferences.
- Spearheaded the transition and ongoing administration of ManageEngine ServiceDesk Plus, significantly enhancing helpdesk efficiency and user experience.
- Successfully deployed agents across client computers using Group Policy, enabling comprehensive asset scanning, monitoring, and enhanced endpoint security management.
- Managed executive laptop deployment through PC imaging and Microsoft Autopilot, optimizing device setup and functionality.
- Reviewed and improved Autopilot policies and configurations for student devices, ensuring optimal performance and security.
- Digitized the Acceptable Use Policy signing process, streamlining administration and enhancing compliance tracking.
- Oversaw administration of mail groups, rules, and permissions, serving as the sole system administrator.
- Managed the school's MITEL phone system, coordinating maintenance and external support.
- Produced detailed executive-level IT service reports to support strategic decision-making and proactive issue resolution.

Johns Lyng Group, IT Support Engineer (Disaster Management Project for Government, ERV)
Dec 2022 – Sep 2024

- Managed IT support across 15 sites for the Emergency Recovery Victoria Project, servicing 500+ users via Helpdesk and phone calls; streamlined hardware and software troubleshooting processes.
- Configured, upgraded, and maintained multi-site network infrastructures and computing systems to ensure optimal operation and security.
- Led end-user training and managed asset inventory, enhancing operational compliance and efficiency across Victoria, NSW, and South Australia.

- Developed and documented IT frameworks for new sites, facilitating rapid deployment and effective issue resolution.
- Collaborated in network monitoring and new technology evaluations, improving system performance and integration.
- Efficiently resolved multiple concurrent IT issues, prioritizing critical cases to maximize user satisfaction and system reliability.
- Coordinated IT for Emergency Recovery Victoria, overseeing ticket resolutions and assembling disaster-ready IT kits with essential devices and network access setups.
- Generated detailed reports for management on network usage, inventory, and asset procurement, enhancing strategic decision-making.
- Skilled in Microsoft 365 Admin Centre, AD, VMWare, Azure and Exchange, FortiClient, Trend micro.

SKILLS

- Proficient with multiple operating systems: Windows XP/7/10, Server 2008–2019, MacOS, iOS, Android; virtualization with Microsoft System Center VM Manager and VMware.
- Experienced in using ticketing systems ManageEngine, ServiceNow, and Jira for streamlined IT service management.
- Microsoft Office 365, Outlook (2003–2016), Exchange (2000–2019), Teams; managing Active Directory, DNS, DHCP with ManageEngine AD Manager Plus.
- Two-factor authentication using Okta, Microsoft, Google, and Cisco; familiar with VPN setups via FortiClient and GlobalConnect.
- Proficient in Jamf, Apple School Manager, Linewize.
- Data and endpoint security with Symantec, TrendMicro, Mimecast, Palo Alto and Sophos; proficient in deploying and managing video conferencing technologies including Zoom, Microsoft Teams, and Logitech MeetUp cameras.
- Manage EVOLIS and Ricoh printers integrated with PaperCut; competent in executing PowerShell commands for system administration.
- Remote access and device monitoring using Pulseway, Endpoint Central for operational efficiency and proactive management.
- Vendor and supplier collaboration with Mitel, BlueApache, Atturra, Devicie, and Centorrino Technologies to coordinate support, project delivery, and escalations.
- Project ownership experience including full laptop refresh (165+ devices), Autopilot deployment planning, AD-to-Azure transition prep, and resource coordination.
- Monitoring and alerting exposure using tools like Pulseway, Endpoint Central, Palo Alto, and Mimecast for proactive issue response and security alerting.
- Basic knowledge of email protection standards such as SPF, DKIM, and DMARC.
- Familiar with backup and recovery using Veeam; experience supporting VMware environments.
- Proficient in providing top-tier IT support and managing administrative tasks across a broad spectrum of hardware and software.
- Demonstrated expertise in second-level IT support, thriving in a fast-paced and dynamic environment.
- Knowledgeable of ITIL practices, with a deep understanding of change management protocols.

EDUCATION

Bachelor of Information Technology | Melbourne Institute of Technology
Mar 2019 - Nov 2022
Specialized in Cyber Security Principles, Advanced Network Design, and Database Management Systems. Gained comprehensive knowledge in Software Engineering, Network Security, and Internetworking Technologies, aligning with industry standards and practices.
Certifications:

- Windows Server 2022 Administration (Certificate)
- Fortigate Firewall Administration (Certificate)
- AZ-900 Microsoft Azure Fundamentals (Certificate)

- Active Directory and Group Policy Lab (Certificate)
- Full scholarship, Institute of Engineering for Bachelor of Engineering Jan 2018

PROJECTS

Buyer-Seller Mobile Interface

Mar 2021 - Oct 2021

Developed a B2B mobile interface with an integrated payment system. Technologies: Python, PHP, MySQL, WordPress. Achievements: 'Second Best Project Award'.

Portfolio Website: https://sumanneupane1.github.io/

Nov 17, 2022

Created a responsive website for showcasing projects and blogs. Technologies: VSCode, JavaScript, HTML, CSS, Git, GitHub.

REFERENCES

On request