

MANISH KUMAR SAH

(NETWORK ENGINEER)

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PROFESSIONAL SUMMARY

Skilled IT Administrator with a strong background in network design, configuration, and troubleshooting across ISP, education, and banking environments. Proficient in managing Cisco, Mikrotik and various utility devices with hands-on experience in system support and monitoring tools. CCNA certified, detail-oriented, and effective under pressure with excellent communication and documentation skills. .

PROFESSIONAL SKILLS

- **Routing and Switching:** Configuration of Router and Switch, VLAN Configuration and Trunking ,Static Routing, Dynamic Routing Protocols (EIGRP, RIP, BGP),DHCP, NAT, PAT Configuration on Routers (Cisco IOS) ,Cisco IOS CLI Configuration and Backup ,Implementation of Cisco Discovery Protocol (CDP) and LLDP
- **Wireless Infrastructure:** :Deployment and maintenance of access points (Cisco Meraki, Ubiquiti, Ruckus, Cambium, Ruijie, Edgecore)
- **Network Monitoring & Analysis:** Nagios, Cacti, Zabbix, Wireshark, SNMP, and system log reviews
- **Operating Systems & Servers:** Windows Server (AD, DNS, DHCP, Group Policy), Linux (Ubuntu, CentOS), Patch Management, File Sharing Services, NTP, FTP
- **Server & Device Management:** Squid Proxy, TACACS+, Active Directory (user accounts, group policies), Access Control, CCTV Systems (DVR/NVR), Biometric Attendance Machines, Token Machines
- **IT Technical Support:** First-line support via ManageEngine ticketing system, Microsoft 365 troubleshooting (Outlook, Teams, SharePoint, OneDrive), Software/Hardware support (desktops, laptops, printers, scanners), Remote and On-Site Assistance
- **Remote Access & Tools:** SSH, RDP, VNC, TeamViewer, AnyDesk, Putty, WinSCP
- **Cloud & Collaboration Platforms:** Office 365, Microsoft Office Suite (Excel, Word, PowerPoint, Outlook), Google Workspace
- **Cabling & Infrastructure:** Structured Cabling (UTP/Fiber), Patch Panel & Rack Setup, Labeling, Network Design & Physical Layout
- **Helpdesk and Asset Management Tools** ManageEngine ServiceDesk Plus, IT Inventory Tracking, Device Provisioning
- **Protocols & Services:** TCP/IP, DNS, DHCP, HTTP/S, FTP, VPN, NTP, SMB, RDP, SNMP
- **Documentation Planning:** Network Diagrams, Technical Documentation, Change Logs, Configuration Backups

EXPERIENCE

- **Nepal SBI Bank** *June 2022– Present*
Kathmandu,Nepal
Network Engineer
 - Configuration of network devices like router, switches and firewall.
 - Configuration of network monitoring systems.
 - Monitoring network outages.
 - Coordination with network service providers for maintaining uptime.
 - IT support, including both hardware and software to branches.
 - Troubleshooting and diagnosis of network issues. Support for managing utility devices like Attendance.
 - Monitoring firewall logs and investigation of suspicious logs and closure of SOC incidents.
 - Key Risk Indicator (KRI) reporting.
 - Managing WI-FI network of the Bank.
 - SLA with IT vendors and network service providers.
- **Sunway International College** *March 2020 - June 2022*
Kathmandu,Nepal
IT Manager
 - Configuration of network devices like router, switch
 - Configuration of CCTV and Monitoring the CCTV.
 - Managing WI-FI network of the College..

◦ Troubleshooting and diagnosis of network issues. student query related to IT and Software.

• **Vianet Communicated Ltd.**

May 2018 - March 2020

Sr. Support Executive

Kathmandu, Nepal

- Troubleshooting Routing and Switching Related Issues.
- Support Corporate Client regarding Hardware, System, Software and Network.
- Monitoring Network Devices and Controllers.
- Managing Wi-Fi devices, Access points and Wireless controllers.
- Provide 360 Solution to Client.
- Troubleshooting and diagnosis of network issues.
- Manage Ticketing system. On premise Client end support, if required.
- Key Risk Indicator (KRI) reporting.
- Managing Network Monitoring Software.

• **Classic Tech Pvt Ltd**

March 2017 - March 2018

Associate-L2 Network Operation

Kathmandu, Nepal

- Responsible for planning, deploying and troubleshooting network related project.
- Configure multi-vendor Routers and Switches.
- Troubleshoot any network related Issue.
- Network monitoring on Daily Basis. Provide technical support to corporate clients.

EDUCATION

• **Lincoln University College**

2021-2024

Masters in Computer Science

Kathmandu, Nepal

• **University of Central Lancashire (UK).**

2016-2019

BSc in Business computing and Information System

Kathmandu, Nepal

CERTIFICATIONS

- Cisco Certified Network Associate-CCNA (Certified)
- Red Hat Enterprise Linux 9 Administration training
- AWS Training by Coursera
- Overall aspect of Banking Operation & Customer Service
- AML/CFT

ADDITIONAL INFORMATION

Languages: English (Communicative), Nepali (Native), Hindi (Expert)