BISHAL SHRESTHA

IT Systems & Support / Network Engineer | Haynes, WA, 6112 | linkedin/bisushre/ |

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P R O F E S S I O N A L P R O F I L E

Strategically minded **IT Systems Engineer** with a Bachelor's in Networking and proven expertise in enterprise-level technical support and hands-on experience in global enterprise environments (**Amazon**). Expert at managing the **IT equipment lifecycle**, from procurement to decommissioning. Specializing in **IDF/MDF infrastructure**, **Slack automation**, and maintaining high service quality within **ServiceNow SLAs**. Deeply proficient in Microsoft 365, Active Directory, and network security management.

C O R E - E X P E R T I S E

- **Infrastructure:** IDF/MDF Server Room Management, Patching, Cable Management, LAN/WAN, Wi-Fi Configuration, VPN.

- **Cloud & MDM:** Azure AD, Active Directory (GPO/OU), M365 (Teams, OneDrive), Intune.

- **Automation:** Slack Workflow Builder, Communication Group Administration.

- **Security:** Access Controls, User Permissions, JAMF, Encryption, Perimeter Security.

- **Virtualization:** Hyper-V & VMware Deployment.

P R O F E S S I O N A L E X P E R I E N C E

IT Support Engineer | Amazon Commercial Services Pty Ltd | **Nov 2024 – Present**

- **Infrastructure Management:** Manage and troubleshoot network equipment and **IDF/MDF server rooms** to ensure 100% site connectivity and performance.

- **Workflow Automation:** Optimized team communications by creating and managing custom **Slack workflows** and automated group notifications.

- **SLA Management:** Directly responsible for resolving high-priority tickets within strict **ServiceNow SLAs**, maintaining a top-tier resolution rate.

- **Fleet Deployment:** Lead end-to-end imaging and provisioning for Windows and Mac environments using modern deployment tools.

- **Identity Management:** Administer user lifecycle (onboarding/offboarding) via Active Directory and security-compliant IAM protocols.

- **Asset Lifecycle:** Process and fulfill IT equipment requests, maintaining high-accuracy inventory records and managing the hardware lifecycle.

IT Support Apprentice | Tech-Skills Institute | **Jan 2024 – Apr 2024**

- **Server Admin:** Built and managed Active Directory Domain Services (ADDS) and Windows Server roles.

- **Virtual Environments:** Configured Hyper-V clusters for virtualized desktop and server environments.

- **Data Security:** Managed file servers, implemented security permissions, and performed regular system backups and security updates.

TECHNICAL PROJECT PORTFOLIO

Advanced Network & Security Design (University & ICT ASYST)

- **Security Perimeter:** Designed and implemented a security perimeter for ICT networks, including encryption and firewall rules.

- **Network Architecture:** Produced ICT network architecture designs (ICTTEN611) and configured advanced routers and switches.

- **Disaster Recovery:** Developed and updated disaster recovery and contingency plans (ICTSAS505).

E D U C A T I O N

- **Bachelor of IT** | King's Own Institute | 2021

- **Diploma – Advanced Diploma of Networking** | AHIC | 2020