

SURESH SHAHI

IT Support Specialist / System and Network Support / Website Administrator

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PROFESSIONAL SUMMARY

IT support professional with hands-on experience in Windows Server 2022, Windows 11, Microsoft 365, Active Directory, Networking, Endpoint Management, Virtualization, System Backups, Patch Management, and End-user Technical Support. Experienced in troubleshooting hardware, software, account access, and network connectivity issues within practical and live business environments.

Also experienced in social media and digital content management, with an understanding of website maintenance and online communications. Comfortable supporting both technical and non-technical users and resolving day-to-day IT issues efficiently.

Seeking to contribute these skills as an **IT Executive with Karnali Yaks**, supporting the team's IT infrastructure, website and digital operations, user devices, connectivity, and technical requirements throughout the NPL season.

TECHNICAL SKILLS

Systems & OS: Windows Server 2022, Windows 10/11, Linux (basic)

Networking: IP Addressing (IPv4/IPv6), DNS, DHCP, Router Configuration, Port Forwarding, LAN Setup

Virtualization & Cloud: VMware, Hyper-V, Microsoft 365 Administration, Microsoft Intune, Microsoft Defender for Endpoint

IT Operations: Active Directory (Users, OUs, Groups, GPO), File Server & Access Control, RMM Tools (ManageEngine), Ticketing Systems, System Monitoring, Patch Management, Backup & Recovery, Remote Support (RDP, TeamViewer)

Web Development: HTML, CSS, JavaScript, Bootstrap, Django, PHP, REST APIs

Website & Content Management: Website updates & maintenance, content publishing, page/graphics editing, troubleshooting website issues, usability improvements

Digital & Social Media: Social media scheduling and management (Facebook, Instagram), content analytics, audience engagement, graphics/video creation

Tools & Software: Git/GitHub, VS Code, MS Office Suite, Figma, Canva, CapCut

WORK EXPERIENCE

IT & System Support (Practical Training) | *Techskills Institute, Australia*

Dec 2025 – Jun 2026

- Gained hands-on experience installing, configuring, and administering **Windows Server 2022 and Windows 11** within practical lab environments.
- Developed practical networking and troubleshooting skills involving **TCP/IP, DNS, DHCP, IP configuration, connectivity issues, and port forwarding**.
- Practiced diagnosing and resolving common **hardware, software, operating system, user-access, and network-related issues**.
- Practiced **Active Directory administration**, including user and group management, password resets, Organizational Units (OUs), and Group Policy (GPO) configuration.
- Configured and managed **Microsoft 365** services, including user accounts, shared mailboxes, email forwarding, permissions, and administrative roles.
- Built and configured **Windows file servers**, managing shared folders, NTFS permissions, access controls, and user access.
- Gained practical experience with **Remote Monitoring and Management (RMM)** tools for endpoint monitoring and basic remote administration.
- Used **Microsoft Defender for Endpoint** to understand endpoint security, device monitoring, and security management practices.
- Created, configured, and maintained **virtual machines using VMware and Hyper-V** for Windows client and server environments.
- Developed a practical understanding of **IT support, system administration, troubleshooting, security, and maintaining reliable IT environments**.

IT Support Specialist / *ActiveIT, Australia*

Jun 2026 – Present

- Provide day-to-day **IT Support** and **troubleshooting** for client systems in a live business environment.
- Diagnose and resolve **hardware, software, Windows, and Network-related issues**, minimizing disruption to users.
- Performed and monitor virtual machine (VM) backups to support data protection and system recovery.
- Assist with **patch management**, including **Windows** and **third-party software updates** across client systems.
- Troubleshoot **network connectivity, IP configuration, DNS**, and other common **network issues**.
- Document technical issues, resolutions, and maintenance activities to support efficient ongoing IT Operations.
- Respond to technical issues based on priority and operational impact, helping maintain smooth day-to-day business operations.

Social Media Handling Intern / *Cdevi Technology*

Dec 2024 – May 2025

- Managed and scheduled content across multiple social media platforms, including Facebook and Instagram.
- Created engaging posts, graphics, and short-form videos to increase audience interaction and brand awareness.
- Analyzed social media insights and performance trends to optimize content strategy, directly applicable to managing website/news content and audience engagement for an organization during a live sports season.
- Collaborated with marketing teams to plan and execute promotional campaigns and announcements.

PROJECTS

CivicEye — Civic Engagement Platform (Final Academic Project)

- Co-developed a **mobile-first civic engagement platform** for Nepalese municipalities using **React Native, Django REST Framework, and PostgreSQL**.
- Worked on frontend/backend integration, REST APIs, database management, GPS-based functionality, and system troubleshooting.
- Integrated **Computer Vision and NLP** features, including a MobileNetV2-based image classification model achieving **92.78% validation accuracy**.

MedStreak — Medical Learning & Engagement Platform

- Developed a digital platform focused on **medical learning, quizzes, and user engagement**, providing an interactive experience for users.
- Worked on **web application development, backend functionality, database integration, user management, and application maintenance**.
- Implemented and maintained application features while troubleshooting technical and usability issues to improve overall platform reliability.

Texas College AI Chatbot

- Developed an **AI-powered Chabot** to assist students with college-related queries using **Python, Machine Learning, and Natural Language Processing (NLP)**.
- Implemented automated query handling and response functionality to improve access to commonly requested information.

EDUCATION

B.Sc. CSIT (Computer Science & Information Technology)

Texas International College — 2022 – Present

Plus Two (Science)

Kathmandu Model College (KMC) — 2020 – 2022

REFERENCES

Biraj Bhandel — CEO & Co-Founder, TechSkills Institute | +61 421 688 988

Arjun Sharma Poudel — CEO, Cdevi Technology | +977-9866347555

Sulav Nepal — Academic Co-ordinator, Texas International College | +977-9849194892