

SAJAL MAHARJAN

SYSTEM / NETWORK ADMINISTRATOR

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PROFILE

Results-driven System & Network Administrator with four years of experience supporting enterprise IT infrastructure, server administration, and network operations for an ISP environment. Proven ability to manage cross-functional, mission-critical systems spanning mail servers, hosting platforms, telephony, cloud identity, and network security,

PROFESSIONAL EXPERIENCE

Assistant System Administrator2025 – Present

WorldLink Communications

- Administer and support PBX/VoIP telephony systems, ensuring continuous availability of voice services and rapid resolution of call-routing and connectivity issues.
- Manage Microsoft 365 environment including Exchange Server, user provisioning, licensing, and mailbox administration.
- Oversee cPanel/WHM hosting infrastructure, covering domain, DNS, and website hosting administration for enterprise clients.
- Configure and troubleshoot VPN connectivity including StrongSwan IPSec VPNs, resolving access and tunnel-related issues.
- Renew and deploy SSL certificates across hosted domains and infrastructure services.
- Deploy and manage virtual machines running different operating systems across the infrastructure.
- Perform server hardware upgrades including memory (RAM) upgrades and other component maintenance.
- Carry out on-site duty at data centers, including mounting servers and switches, and managing structured cabling.
- Administer Active Directory, including user and group management and access control.
- Apply security patches and system upgrades to maintain infrastructure security and stability.

Senior Enterprise Support Representative2022 – 2025

WorldLink Communications

- Resolved a wide range of system-related issues including mail server problems, site access failures, and domain management requests.
- Configured and managed routers, firewalls, switches, and OLT devices, with hands-on expertise across Cisco, Juniper, and Extreme Networks platforms.
- Strengthened network security through configuration of VPNs, firewalls, and access control policies in line with best practices.
- Configured and maintained VPLS/MPLS network links for enterprise connectivity.
- Configured and troubleshooted routers and firewalls including Fortinet, MikroTik, Sophos, and other platforms.
- Worked on tickets escalated from Level 1/Level 2 support, providing advanced troubleshooting and resolution.
- Troubleshooted slow internet and no-internet issues, resolving them remotely or through field visits in cases of urgency.
- Served as the dedicated support person for various banks and financial institutions, ensuring high-priority issue resolution.
- Carried out installation of access points (APs) and provisioning of new links.

SKILLS

- **Systems & Platforms:** cPanel/WHM, DNS, Microsoft 365, Exchange Server
- **Networking & Security:** Cisco, Juniper, Extreme Networks, Fortinet, MikroTik, Sophos, VPLS/MPLS, firewalls, VPNs (StrongSwan/IPSec),
- **Telephony:** PBX/VoIP administration and troubleshooting

EDUCATION

Bachelor of Computer Applications (BCA)Graduated 2025

Mega National College (Tribhuvan University), Kumariapat, Lalitpur