

JAGDISH POUDEL

IT Support • Infrastructure • Networking

 Doha, Qatar

 [Email](#) |  [Phone](#) |  [LinkedIn](#) |  [GitHub](#) |  [Portfolio](#)

PROFESSIONAL SUMMARY

CompTIA A+ certified IT professional transitioning into Infrastructure & Operations after more than 11 years supporting mission-critical operational environments. Experienced in incident monitoring, technical documentation, troubleshooting, and operational support within healthcare and enterprise environments.

Built hands-on infrastructure projects using Linux, Windows, WSL2, Oracle VirtualBox, Git, GitHub, and SMB networking to develop practical system administration, virtualization, and networking skills. Currently preparing for Cisco CCNA while pursuing opportunities in IT Support, Infrastructure, and Network Operations.

CERTIFICATIONS

- CompTIA A+ ce Certification
- Cisco CCNA (In Progress)

TECHNICAL SKILLS

Category	Technologies
Operating Systems	Windows 10/11, Ubuntu, Linux Mint, WSL2
Networking	TCP/IP, IPv4, DHCP, DNS, SMB, Subnetting
Virtualization	Oracle VirtualBox, WSL2
Development & Version Control	Python, Bash, Git, GitHub
Web	HTML, CSS

INFRASTRUCTURE PROJECTS

Multi-Platform Linux Lab

Built Linux environments across Android, WSL2, and Oracle VirtualBox to compare deployment methods and platform behavior.

- Administered Linux environments across Android, WSL2, and Oracle VirtualBox.
- Configured package management and desktop environments.
- Used Git and GitHub for version control and documentation.
- Troubleshot platform-specific networking and configuration issues.
- Documented the project with screenshots and technical notes.

[GitHub](#) | [Portfolio](#)

Windows SMB File Sharing & Access Control Lab

Configured secure file sharing between Windows and Android using SMB while testing authentication and permissions.

- Configured SMB shares
- Managed NTFS permissions
- Tested authentication using Termux smbclient
- Validated file access and troubleshooting
- Documented the project with screenshots

[GitHub](#) | [Portfolio](#)

PROFESSIONAL EXPERIENCE

CCTV Operator | Hamad Medical Corporation

Nov 2020 – Present

- Monitor mission-critical surveillance systems.
- Perform first-level troubleshooting.
- Maintain accurate operational logs and incident documentation.
- Coordinate with technical teams during maintenance and incident resolution.

Security Officer | G4S Secure Solutions

- Performed access control and CCTV monitoring.
- Responded to operational incidents.
- Maintained documentation and reports.
- Worked effectively in high-pressure environments.

Administrative Assistant | Alboraq Automobile

- Supported office administration and documentation.
- Maintained records and assisted daily operations.

EDUCATION

Shree Damakada Higher Secondary School — Nepal

- Higher Secondary Education (Management), 2025
- School Leaving Certificate (SLC), 2010

ADDITIONAL INFORMATION

Languages: English | Nepali | Hindi