

RONAK BASTOLA

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Personal Summary

Motivated and results-driven IT professional with strong experience in system administration, network operations, telephony solutions, and cybersecurity. Proven ability to coordinate IT projects, manage timelines, and support business operations through reliable and secure technology solutions. Recognized for a leadership mindset, collaborative approach, and commitment to continuous improvement.

Work Experience

- Senior IT Officer – Kalash Services Pvt. Ltd.
- DevOps Engineer – Avanya Technology Pvt. Ltd.
- System Administrator – Mid Valley International College,
- IT Support Intern - Naaya Aayam Multidisciplinary Institute (NAMI),
- Technical Support - Classic Tech.

Job Responsibilities Under Different Organization

Kalash Services Pvt. Ltd. – Senior IT Officer (August 2025 – Present):

- ❖ Coordinate end-to-end IT and telephony project implementation, ensuring timelines, scope, and deliverables are met.
- ❖ Manage project schedules, monitor milestones, and track progress across multiple concurrent projects.
- ❖ Collaborate with management, vendors, DevOps, and technical teams to align execution with business needs.
- ❖ Maintain project and system documentation including implementation plans and configuration records.
- ❖ Provide technical leadership, user support, and training to ensure smooth system adoption.
- ❖ Administer and optimize networking infrastructure (switches, routers, access points) for high availability.
- ❖ Configure, monitor, and maintain firewalls to enhance security and reduce operational risks.
- ❖ Implement and manage SIP-based telephony solutions integrated with Asterisk systems.
- ❖ Develop and customize Asterisk dial plans, IVR workflows, and call-routing logic.

Avanya Technology Pvt. Ltd. – DevOps Engineer (October 2025 – Present):

- ❖ Managed and maintained cloud infrastructure and Linux-based production servers.
- ❖ Developed and optimized CI/CD pipelines for automated application deployment.
- ❖ Containerized applications using Docker and managed deployments in Kubernetes environments.
- ❖ Automated infrastructure provisioning and configuration using Terraform and Ansible.
- ❖ Monitored system performance, logs, and application health to ensure high availability.
- ❖ Collaborated with development teams to improve deployment processes and system reliability.
- ❖ Implemented security best practices, backup strategies, and disaster recovery procedures.
- ❖ Managed source code repositories and version control workflows using Git and GitLab.
- ❖ Configured and maintained web servers such as Nginx and Apache for application hosting.
- ❖ Performed system troubleshooting, incident response, and root cause analysis to minimize downtime.

Mid Valley International College - System Administrator (February 2024 – August 2025):

- ❖ Ensured secure and reliable IT services for academic, administrative, and examination operations.
- ❖ Improved network uptime by 15% through proactive monitoring and issue resolution.
- ❖ Installed, configured, and managed servers, network devices, and campus-wide IT infrastructure.
- ❖ Implemented firewall and cybersecurity measures, reducing security threats by 30%.
- ❖ Managed software and hardware deployments across labs, classrooms, and offices.
- ❖ Coordinated IT support for academic programs, admissions, and institutional events.
- ❖ Planned and executed IT maintenance and upgrades with minimal academic disruption.
- ❖ Maintained IT asset inventories, network diagrams, and system documentation.
- ❖ Performed regular backups and supported disaster recovery planning.

Naaya Aayam Multidisciplinary Institute (NAMI): IT Support Intern (August 2023 – February 2024)

- ❖ Monitored and troubleshooted network issues, including LAN and Wi-Fi connectivity.
- ❖ Managed and maintained IT systems to ensure smooth operations.
- ❖ Updated and maintained IT asset records for accurate inventory tracking.
- ❖ Provided technical support for conference room setups and audiovisual equipment.
- ❖ Installed, configured, and managed Windows operating systems across multiple devices.

Classic Tech: Technical Support (September 2022 – March 2023)

- ❖ Troubleshooting Wi-Fi connections,
- ❖ Troubleshooting IPTV,
- ❖ Opened tickets and resolved client issues,
- ❖ Network Monitoring.

Academic Record

COURSE	NAME OF INSTITUTE	UNIVERSITY/ BOARD	YEAR	GPA	GRADE
S.E.E	BISHNU MEMORIAL HIGHER SECONDARY SCHOOL DHARAN, SUNSARI	GOVERNMENT OF NEPAL	2073 B.S	3.35	A
S.L.C	GLOBAL COLLEGE OF MANAGEMENT Old-Baneshwor, Kathmandu	NATIONAL EXAMINATION BOARD	2076 B.S	3.02	B+
BACHELOR OF SCIENCE IN COMPUTING (SOFTWARE ENGINEERING)	NAAYA AAYAM MULTIDISCIPLINARY INSTITUTE (NAMI) JORPATI, KATHMANDU	UNIVERSITY OF NORTHAMPTON	2080 B.S	3.3	SECOND CLASS UPPER DIVISION
Master of Science in Information Technology (Cyber Intelligence)	Islington College Kamalpokhari, Kathmandu	London Metropolitan University			Ongoing

Professional Skills

- Strong problem-solving, analytical, and decision-making abilities
- Excellent organizational skills with effective time and deadline management
- High adaptability in fast-paced, multi-project environments
- Network configuration & management (Cisco, MikroTik, Fortinet)
- Windows Server administration and system maintenance
- Asterisk (PBX) configuration, customization, and support
- Cybersecurity implementation (firewalls, endpoint security, access control)
- Database management and basic administration (MySQL, MongoDB)
- AWS Cloud Infrastructure Management
- CI/CD Pipeline Development (Jenkins, GitLab CI/CD, GitHub Actions)
- Terraform & Ansible (Infrastructure as Code)
- Linux Server Administration & Shell Scripting
- Git Version Control & Repository Management

Professional Training and Courses

- B.P.O Training (*Duration: 2 Weeks*)
- Java Programming Language (*Duration: 4 Months*)
- Python with Django (*Duration: 3 Months*)

Personal Qualities

- Strong leadership mindset with the ability to guide, support, and collaborate with team members
- Friendly, approachable, and effective in building positive working relationships across teams
- Confident, dependable, and accountable in decision-making and task ownership
- Highly adaptable with a proactive attitude toward changing priorities and work schedules
- Team-oriented with a problem-solving approach and a willingness to take initiative

Reference

Mr. Pujan Khadka

Kalash Services Pvt. Ltd.

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Mr. Aabhash Paudel

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