

SANTOSH CHAUDHARY

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SUMMARY

IT Administrator with 2+ years securing Windows and Linux environments across academic and healthcare organizations. Experienced in access control, patch management, security hardening, and incident resolution for critical systems. Seeking to apply hands-on infrastructure security experience.

CORE SKILLS

- Security Operations: Vulnerability & Patch Management, Security Hardening, Incident Response Support, Access Control & IAM, Backup & Disaster Recovery
- Networking & Infrastructure: TCP/IP, DNS, DHCP, Firewall Router & Switch Administration, LAN/WAN Troubleshooting
- Systems Administration: Windows Server/Client, Linux Administration, Endpoint Management
- Tools: Wireshark, Nmap, Splunk, Active Directory, ticketing systems

PROFESSIONAL EXPERIENCE

IT Administrator | Aadim College — Kathmandu, Nepal

Sept 2023 – Nov 2025

- Administered access control and account provisioning for users, enforcing least privilege permissions across academic and administrative systems
- Performed routine patch management and security hardening on Windows/Linux systems, reducing exposure to known vulnerabilities across endpoints
- Monitored LAN infrastructure and resolved DNS/DHCP issues, maintaining 99% uptime for critical academic and administrative services
- Maintained data backup and disaster recovery protocols, ensuring business continuity and data integrity
- Resolved technical support tickets monthly with a 50 % first-contact resolution rate, serving as first-line incident responder for staff and students

IT Officer | Kathmandu ENT Hospital — Kathmandu, Nepal

2022 – 2023

- Supported hospital IT infrastructure and network devices in a critical, uptime-sensitive healthcare environment
- Provided on-site troubleshooting for software and connectivity incidents, minimizing downtime for clinical and administrative staff
- Coordinated with clinical staff to resolve time-sensitive IT issues while maintaining system availability standards

QA / Security Testing Intern | Code Himalaya Pvt. Ltd.

May 2021 – Oct 2022

- Executed manual functional and usability test cases on web applications, identifying and documenting defects with clear reproduction steps
- Performed regression testing to validate fixes before production release, reducing risk of unresolved defects reaching users
- Collaborated with developers to improve application quality and reliability standards

CERTIFICATIONS

- Hacker DNA — In Progress...

EDUCATION

Bachelor's in computer applications (BCA) — Aadim College, Kathmandu, Nepal | 2018 – 2022

Higher Secondary (Management – Commerce) — Gyansindhu Secondary School, Ghorahi Dang | 2016 – 2018