

Mandeep Rimal

HEAD OF SUPPORT DEPARTMENT

Kathmandu, Nepal · mandeepimal43@gmail.com · +977 9843048443



mandeepimal.com.np

PROFILE

Head of Support Department with over 8 years of experience in technical support and team leadership, specializing in network infrastructure and customer service management. Skilled in mentoring teams, resolving complex issues, and implementing process improvements to enhance efficiency. Proficient in network infrastructure, security, and routing protocols, with hands-on experience in high-end networking devices.

EXPERIENCE

Head of Support

Sep 2024 — Present

Amnil Technologies Pvt. Ltd

- Team Leadership & Management – Lead, mentor, and oversee the support team to ensure high performance and customer satisfaction.
- Customer Issue Resolution – Ensure timely and effective handling of customer queries, complaints, and escalations.
- Process Improvement – Optimize support workflows, implement automation, and enhance efficiency.
- Performance Monitoring & Reporting – Track key support metrics, analyze trends, and report to senior management.
- Cross-Department Collaboration – Work with Product, Sales, and IT teams to improve service quality and customer experience.

Sr. Support Engineer

May 2021 — Sep 2024

Amnil Technologies Pvt. Ltd

- Work with the Software Engineering team and Service Engineering team to drive and determine the right operations setup for support of these environments.
- Provide operational support for day to day activities involving deployment of Applications, Operating systems, Software Updates, Mobile device Policies.
- Monitor for systemic product performance and reliability concerns.
- Complete tasks in diagnosing and fixing system and application problems.

Corporate/L2 Technical Support

Mar 2020 — May 2021

Vianet Communications Pvt. Ltd

- Analyzed and resolved critical network issues within the stipulated time to provide better services to end users.
- Professional level familiarity implementing and troubleshooting high-end networking devices such as Mikrotik, Juniper and Cisco.
- Professional level understanding of OSPF and BGP routing protocols, ethernet and Spanning Tree Protocol.
- Progressive experience in networking, network security and firewalls, with a strong focus on customer needs.

L2 Field Support Coordinator

Aug 2019 — Mar 2020

Vianet Communications Pvt. Ltd

- Coordinate, monitor and improve field service activities.
- Provide support, training and guidance to service personnel who perform on-site service.
- Address and resolve issues and complaints.

Technical Support Field

Jun 2018 — Aug 2019

Vianet Communications Pvt. Ltd

- Taking ownership of customer issues reported and seeing problems through to resolution.
- Researching, diagnosing, troubleshooting and identifying solutions to resolve system issues.
- Properly escalate unresolved issues to appropriate internal teams (e.g. Network/System Support).
- Provide prompt and accurate feedback to customers and maintain jovial client relationships.

CORE STRENGTHS

Advanced Troubleshooting & Diagnostics · Team Leadership & Mentoring · Incident & Escalation Management · Clear Communication · Process Improvement & Workflow Optimization · Cross-functional Collaboration · Monitoring & Performance Analysis · Customer-centric Mindset

TECHNICAL SKILLS

System Administration	Windows Server, Linux, macOS
Networking	TCP/IP, DNS, VPN, Firewalls
Monitoring	Grafana, ELK Stack
Databases	SQL, MySQL, MongoDB, PostgreSQL
Virtualization	VMware, Docker
CI/CD & DevOps	Jenkins, Git
Security	Access Control, Data Protection, Compliance
ITSM Tools	Jira, OWS, SharePoint

KEY PROJECTS

Telecommunication Customer Application

Customer support operations for a national telecom platform — subscription lifecycle, network performance monitoring, and rollout of new voice, data and value-added services.

Bank Content Management System (CMS)

Resilient CMS built for the banking sector, optimizing content creation, management and publication with seamless core-banking integration.

Performance Management System

Web-based platform for organizations to set, review and rate employee goals each fiscal year, supported within defined SLAs.

Pharmaceuticals Solutions

Operational automation for the pharmaceutical sector, from raw-material ordering through manufacturing and delivery — MySQL, Jenkins, GitLab, MSSQL, PostgreSQL, Nginx, Docker.

Banking Web Application

Versatile platform letting bank clients personalize their online banking experience through an intuitive CMS portal, integrated with core banking systems.

Vehicle Management System (VMS)

Vehicle request, approval and assignment workflows across user, coordinator, line manager and HR admin roles, with full reporting.

EDUCATION

Bachelor in Computer Engineering (BE) — Advanced College of Engineering & Management	Dec 2013 — Dec 2017
Intermediate Level (+2) — National Institute of Science and Technology (NIST)	Jul 2011 — Jun 2013
School — Amrit Secondary Boarding School	Apr 1997 — Mar 2010

TRAININGS

CCNA — Softwarica College of IT and E-Commerce · Programming in Java — Leapfrog Academy · Python Basics Course — Advanced College of Engineering and Management · Android and AVR Workshop — Advanced College of Engineering and Management

CERTIFICATIONS

ICSI | CNSS Certified Network Security Specialist — issued May 16, 2020
Fortinet's Network Security Expert (NSE 1 & NSE 2) — issued May 23, 2020