

NIRAJ RIJAL

Network Engineer · CCNA, CCNP (In Progress)

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PROFILE

Network-focused IT professional with a CCNA and hands-on experience in routing, switching and firewall administration. Currently working as a Service Desk Analyst at London Metropolitan University, having completed an MSc in Computer Networking and Cyber Security with a placement year on the same team. Studying towards CCNP alongside day-to-day work supporting Microsoft 365, Entra ID and Intune. Looking to move into a network engineering role in the UK.

SKILLS

Networking: Routing and switching, TCP/IP, VLANs, subnetting, VPN, network troubleshooting

Security: Cisco ASA and FortiGate firewalls, cyber security fundamentals

Microsoft & Cloud: Microsoft 365, Entra ID, Intune, Active Directory, Group Policy, Azure

IT Service: Incident and ticket management, end-user support, documentation

EXPERIENCE

Service Desk Analyst

Present

London Metropolitan University — Full-time, contract

- Resolve day-to-day IT issues for staff and students, including network connectivity and account access problems.
- Manage user accounts and devices across Microsoft 365, Entra ID and Intune.
- Escalate and track network faults through to resolution with the wider IT team.
- Keep clear incident records to help identify recurring issues.

IT Support (Placement)

Apr 2025 – Aug 2025 (5 months)

London Metropolitan University

- Supported the network and systems team during a placement year as part of the MSc.
- Carried out network troubleshooting across LAN and wireless connections.
- Configured and supported VPN access for staff and students.
- Handled system cloning and imaging for new and replacement devices.
- Assisted with firewall administration and related security checks.

Network Enthusiast (Intern)

3 months

WorldLink Communications Ltd

- Shadowed senior engineers on switch, router and wireless access point configuration.
- Learned the basics of ISP-level network operations.

EDUCATION

MSc Computer Networking and Cyber Security with Work Experience

2026

London Metropolitan University, includes a completed placement year

BSc Computer Science and Information Technology (CSIT)

CERTIFICATIONS

CCNP (in progress), CCNA, Microsoft Azure Fundamentals (AZ-900), FortiGate Network Security, Juniper Networks, Splunk Fundamentals, CyberArk Fundamentals, Oracle Certification, Silver Peak SD-WAN.