Paras Garbuja Pun

Network Engineer

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Network Engineer with experience across enterprise, MSP, fintech, and ISP environments, specialising in network operations, monitoring, incident response, and technical support. Proven track record of maintaining high availability, troubleshooting complex network issues, and communicating effectively with stakeholders during critical incidents. Strong hands-on experience with Cisco and Arista environments, network monitoring platforms, and structured operational processes. Now seeking a technically challenging role to apply and expand advanced networking and infrastructure expertise.

Certification

-CCNP Enterprise (Encor+Enarsi)

-CCNA

-CompTIA Network Plus

-CompTIA Security Plus

Work History

-Network Engineer

Royal Academy of Arts, London

10/2025 – Present

- Use Cisco DNA Center (DNAC) for assurance, client health analysis, device onboarding, template-based provisioning, and incident troubleshooting.
- Administer and troubleshoot Cisco wireless networks (WLC/APs), including SSID operations, policy/tag mapping, RF tuning, and client connectivity issues.
- Support VLAN, trunk, and Layer 2/Layer 3 network changes, including switchport configuration, IP addressing, and gateway reachability troubleshooting.
- Investigate and resolve wired/wireless authentication issues in collaboration with security/access control platforms (e.g., 802.1X/MAB workflows).

- Troubleshoot DHCP/DNS/routing-related user-impacting issues to restore service quickly and minimise downtime.
- Create and maintain technical documentation, SOPs, and troubleshooting runbooks to improve team consistency and response time.
- Surveyed the site using Ekahau.

-NOC Engineer

Options IT (Fintech), London

6/2024 – 10/2025

- Monitored and managed over 600 client networks across multiple continents using Thruk, generating and escalating tickets for alerts requiring immediate attention.
- Ensured all tickets were updated promptly, maintaining accuracy and accountability in incident tracking.
- Verified that maintenance tickets were not the cause of circuit downtime, actively preventing unnecessary escalations.
- Coordinated with multiple carriers using Circuit IDs to identify reasons for circuit disruptions, cross-referencing with maintenance tickets to ensure accuracy.
- Accessed Arista and Cisco switches to review BGP logs for effective troubleshooting and network diagnostics.
- Kept all stakeholders informed during ongoing incidents, providing updates every 30 minutes for Priority 1 incidents to maintain clear communication and transparency.
- Requested or made RFO once the incident was resolved so that it can be passed on to the stakeholders

NOC Engineer

Vysiion LTD (MSP), Farnborough

11/2023 – 2024/6

- Used Autotask to handle tickets raised by the clients.
- Used SolarWinds, PRTG and Datto to monitor client's network and devices.
- Configuring and monitoring LAN as well Stakeholder's WAN infrastructure as described in RFC.
- Monitor and diagnose problem with WIFI using Meraki.
- Accessed ASA Firewall to create AnyConnect VPN accounts and assign RSA tokens as well as placing them into the correct Group Policy as described on the documents for users.
- Monitor for any suspicious activity within the network and flag it to SOC.
- Used multiple Jump boxes to access the Stakeholder's network.
- Create simple ACLs for smaller network.
- Peer review completed RFC before being implemented onto the network or system.
- Liaised with clients to help resolve the issue or escalate it.
- Configured Vlans and FHRP on Cisco Switches.
- Documented the problem and solutions for future use.

- Troubleshooting and providing root cause analysis to the ongoing network issue as well as document it for future reference.

-IT Specialist

HyperOptic Ltd (ISP) - Hammersmith, London

09/2022 - 11/2023

- Used Jira Software to track support tickets and document actions.
- Used Active Directory for user accounts and policies.
- Looked after company's infrastructure looking over LAN and WAN for the company.
- Installed new software for users and monitored version and patch update requirements.
- Completed investigations to check on reported errors, reproduce problems and trace faults.
- Educated employees on cybersecurity best practices, and reduction in cyber incidents.
- Implemented Group policies.
- Provided remote desktop support.
- Trained employees on the use of Jira and OSS, developing step-by-step training material to ensure comprehension.

-Telecommunication Engineer

HyperOptic Ltd (ISP) - Hammersmith, London

05/2021 - 09/2022

- Configured Cisco router and switches.
- Surveyed the cluster before building a network infrastructure so that everything could be planned properly while doing the risk assessments on MOA.
- Filled UPRN of the surveyed property in Excel.
- Strictly adhered to Health and Safety regulations and policies, ensuring best-possible safety and compliance practices.
- Built and delivered high-performing fibre infrastructure.
- As a member of Service and Repair Team did fault-finding and troubleshooting service, seeking effective, innovative solutions for timely repair.
- Promptly recorded completed activities on OSS to maintain data quality.

-Corporate Security / Control Room Operative

Belstone Management Service, London (11/2018 - 05/2021)

- Implemented surveillance cameras to investigate loss, fraud, theft and abuse by employees or visitors.

- Monitored and evaluated unit performance on key security issues and recommended corrective action programs where appropriate.
- Supervised team of 4 security personnel during shift.
- Moved around different security stations and vital areas to check on officers and adjust workflow to cover changing needs.

-Night Shift Worker, Sainsbury, London (12/2017 - 09/2018)

-Customer Service, Tesco, London (06/2017 - 11/2017)

-Crew Member, McDonald's, Aldershot (11/2015 - 05/2016)

-Cashier, Lawson Convenience Store, Tokyo (04/2013 - 06/2015)

-Hotel Receptionist, Ask Business Hotel, Tokyo (01/2011 - 03/2013)

Skills

- Network Monitoring, Incident Management, Root Cause Analysis
- TCP/IP, DNS, DHCP, VLANs, Routing & Switching
- Firewall Administration and Access Control
- Active Directory, Azure Active Directory, Office 365
- Service Provisioning, Installation, and Operational Support
- Fibre Infrastructure and Fusion Splicing
- Multilingual Stakeholder Communication

Education

-Bachelor's Degree in IT (Unfinished)

Tokyo Design Technology, Tokyo

03/2015

-Diploma in Japanese Language

Mie Nihongo Gakkou, Mie, Japan

02/2012

-Diploma of Higher Education in Commerce

Multimodal Higher Secondary School, Pokhara

2009

-SLC (School Leaving Certificate)

Little Step Higher Secondary Boarding School