

SALON RAJ JOSHI

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Professional Summary

Network Security Engineer with 7+ years of experience delivering advanced technical support and solutions in enterprise environments. **Fortinet Certified Expert** (FCX, NSE8-003459) with proven expertise in Fortinet technologies, firewall administration, VPNs, SD-WAN, Zero Trust, and Cloud Security (AWS, Azure, GCP). I combine deep technical proficiency with a customer-focused approach to ensure seamless deployment, optimization, and management of Fortinet solutions.

Technical Skills

- Networking & Security: TCP/IP, BGP, OSPF, EIGRP, DNS, DHCP, NAT, SNMP, MPLS, LAN/WAN, SD-WAN, Proxy, ZTNA
- VPN: IPsec, SSL, ADVPN, Dial-Up, PPTP, L2TP
- Fortinet Solutions: FortiGate, FortiMail, FortiAP, FortiAnalyzer, FortiManager, FortiAuthenticator, FortiProxy, FortiSASE, FortiClient EMS
- Cloud Networking: AWS, Microsoft Azure, Google Cloud Platform (GCP)
- Authentication: 2FA/MFA, RADIUS, TACACS+, SAML, LDAP
- Additional: Cybersecurity, Incident Response, IAM, Firewall Migration, Threat Analysis, SIEM

Certifications

- Fortinet Certified Expert (FCX) - NSE8-003459
- Fortinet Certified Solution Specialist (FCSS): Network Security, ZTNA, SASE, Public Cloud, OT Security, Security Operations
- Fortinet Certified Professional (FCP): Network Security, Public Cloud, Security Operations
- Cisco Certified Network Associate (CCNA 200-301)

Credly:

<https://www.credly.com/users/salon-raj-joshi.002eb5a4>

Note: Every Fortinet Certification Badge. Earned.

Professional Experience

1) Technical Account Manager | Fortinet | Nov 2025 – Present

Key Achievements:

- Won 'Top Performer of Month' award multiple times
- Q3 2023 Outstanding Achievers Award, Q1 2024 Hi-Flyer (APAC), KCS award Q3 2024

Responsibilities:

- Act as a trusted cybersecurity advisor for enterprise clients, ensuring successful adoption of Fortinet Security Fabric solutions
- Provide advanced technical support and escalation handling across network security solutions, including FortiGate firewalls, email security, wireless and switching technologies, IAM solutions, and FortiSASE cloud platforms
- Lead troubleshooting of high-severity (P1/P2) incidents involving firewall policies, IPsec/SSL VPNs, SD-WAN, DNS and security fabric integrations
- Deliver Executive and Quarterly Business Reviews with performance, risk, and strategic insights.
- Lead weekly operational reviews covering incidents, TAC cases, escalations, changes, and project progress.
- Manage critical escalations with TAC, Engineering, and Product teams to ensure timely resolution.

TAC Engineer 2 | Fortinet | Feb 2024 – Oct 2025

Responsibilities:

- Provide L2/L3 technical support network security clients, specializing in firewall, VPN, DNS, Switch, SDWAN
- Provide training to Level 1 engineers, distributors, and partners
- Spearhead FortiGate, FortiSASE and FortiAuthenticator escalations
- Document troubleshooting steps, root cause analysis (RCA), and knowledge base articles for operational improvement

TAC Engineer 1 | Fortinet | Jan 2022 – Feb 2024

Responsibilities:

- Provided advanced technical support for FortiGate, FortiAuthenticator, FortiProxy, FortiSASE
- Implementation and configuration of services like DNS, DHCP, Firewall, load balancer
- Resolve complex issues across networking, security, and authentication technologies, including TCP/UDP, SD-WAN, ADVPN, IPsec VPN, SSL VPN, UTM, FSSO, LDAP, RADIUS, proxy, certificates, SAML, dynamic routing (BGP/OSPF), HA, multicast, VoIP, and NAT Handled cloud-related cases involving AWS, Azure, GCP.

2) Network Engineer | Netfiniti (Fortinet Advanced Partner, Nepal) | Aug 2020 – Dec 2021

- Configured, deployed, and managed a wide range of Fortinet products (FortiGate, FortiMail, FortiClient EMS, FortiSwitch, FortiAP, FortiAnalyzer, FortiManager, FortiAuthenticator) and Cisco networking devices.
- Provide network security solutions to corporate clients (Banks, Finance Companies)
- Configuration of Fortinet and Cisco firewall
- Network and System monitoring using different tools for real time alert
- Installation and deployment of windows and Linux server (DEL, IBM)
- Managing and maintaining virtual server in VMware

3) Technical Support Engineer | Vianet Communications | Nov 2019 – Aug 2020

- Provided technical support for enterprise clients on routers, switches, firewalls, Huawei switches, Mikrotik routers
- Configured and troubleshooted firewall and networking devices
- Collaborated with IPTV and networking teams for incident resolution

Education

- B.E. Electronics & Communication, Tribhuvan University (2019)
- Higher Secondary (+2) Computer Science, Milestone International College (2015)

Key Projects

- Deployed Mail server at commercial banks, strengthening email security posture
- Lead network architecture improving overall security, segmentation, and network performance across enterprise infrastructure
- Implemented FortiGate firewalls integration with Cisco switching infrastructure, increasing network reliability, high availability, and traffic optimization
- Implemented FortiAuthenticator with AD and FortiGate – Enabled secure MFA/SSO for enterprise users
- Delivered campus-wide deployment of FortiSwitch and FortiAP
- Firewall Migration Project: Successfully transitioned from legacy firewall to Fortinet environment
- Integrated FortiGate with Active Directory, RADIUS, and SAML authentication, enabling secure identity-based access controls
- Implemented centralized FortiManager for multi-site firewall management, streamlining policy configuration, and automated firmware upgrades across 500+ devices.
- Implemented FortiSASE solution, integrating secure web gateway, ZTNA, and firewall-as-a-service (FWaaS) to provide secure remote access and cloud-based traffic inspection
- Architected and implemented cloud network security in AWS by deploying firewall solutions (e.g., FortiGate VM), designing secure VPC architectures