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# Professional Summary

A solutions-oriented technology professional with comprehensive experience across cloud services, AI, and software development. Passionate about leveraging technology to solve complex customer challenges and drive business outcomes. Eager to apply a strong foundation in solution design and system analysis to help customers enhance their security posture in an AI-driven world. A collaborative problem-solver, ready to contribute to a customer-obsessed team and grow as a Security Specialist at Microsoft.

# Technical Skills

* **Cloud & Data Platforms:** AWS (Management Console), Snowflake
* **Programming & Databases:** Python, SQL
* **AI/ML Concepts:** Machine Learning, Deep Learning, Computer Vision, Natural Language Processing
* **Data Visualisation:** Power BI, Tableau
* **Development Tools & Methodologies:** Git, GitHub, Jira, SCRUM, Agile Methodologies
* **Business Acumen:** Consultative Problem-Solving, Business Relationship Management, Stakeholder Collaboration, Technical Presentations, Requirements Gathering, Risk Analysis

# Professional Experience

**Proactive Service Team Member (Part Time) – Woolworths, Australia** April 2024 - Present

* Excelled in business relationship management by delivering high-quality customer service in a fast-paced environment, directly contributing to enhanced front-end operations.
* Played a key role in the store becoming #1 in its zone by consistently exceeding $1M in weekly sales, demonstrating a commitment to achieving strategic business targets

**Associate Data Engineer (Full Time) - Genese Solution, Bakhundole, Nepal** Feb 2023 - Jan 2024

* Consulted with a US healthcare provider to understand business requirements, then engineered a serverless AWS solution that reduced medical report processing times by 40%.
* Led a project team for seven months, delivering a domain-specific chatbot in under 30 days to automate customer service inquiries and improve user experience.
* Collaborated with internal and external stakeholders to define project scope, manage timelines, and present progress updates, ensuring alignment with customer goals.

**Data Engineering Apprentice (Part Time) - Code Rush, Dhobhigaht, Nepal** Nov 2022 - June 2023

* Developed and deployed scalable data processing workflows using core AWS services and data engineering best practices.
* Managed project cycles using SCRUM methodologies, presenting regular progress updates to team members and stakeholders to ensure project milestones were met.

**Software Engineering Intern (Part Time) – LIS Nepal (Yomari), Manbhawan, Nepal** Aug 2022 - Feb 2023

* Designed and implemented Python-based ETL pipelines to migrate and centralise critical data into a Snowflake data warehouse.
* Developed interactive dashboards in Power BI and Tableau that delivered key insights to inform and accelerate management decision-making.

**Education**

**Master of Data Science**, Charles Darwin University, Sydney

* **Key Coursework:** Business Intelligence, Business Analytics, Project Management, Risk Analytics.
* Applied analytics principles to case studies, developing frameworks for enterprise systems analysis and data-driven reporting.

**Bachelor of Computer Engineering**, Institute of Engineering, Nepal | GPA: 3.5/4.0

* **Relevant Coursework:** Big Data, Artificial Intelligence, Data Structures & Algorithms.

**Technical Training & Fellowships**

**Artificial Intelligence Fellowship**, Fusemachines, Nepal Mar 2022 - Dec 2023

* Completed a competitive scholarship program focused on Al micro-degrees: Machine Learning, Deep Learning, Computer Vision, and Natural Language Processing.

**Data Fellowship**, Code For Nepal, Nepal Jan 2023 - June 2023

* Completed a career track focused on practical skills in Python, data analytics with SQL, and dashboard development in Tableau.