RABIN PANDEY

HELP AND SERVICE DESK SUPPORT

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PROFILE

A highly motivated and detail-oriented IT professional with a strong foundation in IT, gained through academic studies in Cybersecurity. Possessing a passion for technology, strong problem-solving skills, and a proven ability to learn quickly, I am eager to apply my technical abilities and customer service orientation to provide effective Level 1/2 IT support. I am keen to develop my skills in areas such as troubleshooting, systems administration, and cloud technologies, and contribute to a growing IT service provider.

EDUCATION

Bachelor of Networking (Major in Cybersecurity) | May 2022- March 2025
Melbourne Institute of Technology(MIT)

- *Relevant Coursework: Network Security Fundamentals, Cyber Security Principles, Ethical Hacking and Security Governance, Computer Forensics, Enterprise Cyber Security and Management*

EXPERIENCE

Data Management Support | Central Bureau of Statistics (CBS) | April 2018 - July 2018

- Strategically managed and secured confidential digital user records across complex enterprise database systems
- Developed and implemented comprehensive data validation protocols, consistently achieving more than 95% accuracy in electronic data processing
- Supported critical organizational information management processes, with a primary focus on maintaining rigorous data integrity and comprehensive security standards
- Collaborated with cross-functional teams to ensure seamless data management and quality control

Telecommunications Data Support | Ncell Axiata Limited | December 2021 - February 2022

- Systematically processed and validated extensive large-scale digital database entries using advanced data management and analysis techniques
- Developed and refined critical analytical skills directly applicable to cybersecurity log analysis, threat detection, and data intelligence
- Maintained impeccable 99% data accuracy through implementation of advanced, multi-layered error-checking and comprehensive data validation techniques

PROJECT

SQL Injection Prevention System | March 2024 - October 2024

- Collaborated with peers to deploy comprehensive Web Application Firewall (WAF) with advanced, multi-layered security configurations
- Implemented robust Nginx reverse proxy infrastructure with Let's Encrypt TLS encryption to enhance overall network security
- Expertly utilized ModSecurity to proactively prevent and mitigate sophisticated SQL injection vulnerabilities
- Achieved significant 60% reduction in potential exploit risks through meticulous strategic vulnerability assessment and targeted mitigation techniques
- Integrated advanced Grafana Loki solution for real-time log analysis and proactive cybersecurity threat detection and response
- Developed comprehensive security documentation and incident response protocols

TECHNICAL SKILLS

- **Security and Monitoring Tools:** Grafana, Loki, SIEM, Nginx, ModSecurity, Suricata, Burp Suite, Wireshark
- **Programming**: Python, SQL, Bash, JavaScript, Powershell
- **Networking and Protocols:** Cisco Packet Tracer, DHCP, DNS, VLANs, Subnetting, Routing Basics,
- **Web and Server Technology:** HTML, CSS, Web App Fundamentals, Microsoft IIS Server.
- **Cybersecurity Practice**: Password Cracking(Hydra, Crunch), IP Scanning(Zenmap, Nmap), Vulnerability Scanning, Exploitation of Outdated Systems(Windows XP, Metasploitable 2), Incident Response Basics
- **Operating System and Platforms:** Linux(kali, Ubuntu), Windows Server, VIrtual Machines(virtualbox, VMware)

PROFESSIONAL SKILLS

- Multilingual Communication
- Technical Problem-Solving
- Adaptable Learning
- Deadline-Driven Performance

KEY QUALIFICATIONS FOR THE ROLE

- Customer-Focused Communication: Excellent at delivering technical support and ensuring client satisfaction, with a focus on translating complex technical jargon into simple, user-friendly language.
- Process Improvement Mindset: Proactive in identifying areas for process improvement and reducing recurring technical issues, ensuring smooth IT operations.