

# Yash Neupane

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## EDUCATION

**The University of Texas at Dallas** – Richardson, TX

Graduation Date: May 2026

**Bachelor of Science in Information Technology and Systems**

Relevant coursework: Introduction to Programming, Object-oriented Programming Python

## SKILLS & CERTIFICATIONS

- **Skills:** C++, Python, Tableau, Microsoft Office, Graphic Design, Photoshop, and Various Programs.
- **Certifications:** Tableau, Excel.

## EXPERIENCE

**CHIPOTLE MEXICAN GRILL - Front Line** | Austin, TX

May 2023 – July 2023

- Thrived in the dynamic, fast-paced environment of Chipotle Mexican Grill, collaborating with team members to ensure seamless operations during peak hours.
- Ensured consistently positive customer experiences through active listening, adeptly addressing inquiries, and effectively resolving issues to enhance overall satisfaction.

**PROSPECT AIRPORT SERVICES- PSA Agent** | Grapevine, TX

June 2022– August 2022

- Utilized technology to enhance customer service delivery and efficiently complete assigned tasks, contributing to a seamless airport operation experience.
- Meticulously maintained records of customer assistance, employing technology to optimize the utilization of airport resources and enhance overall efficiency.
- Spearheaded technology-based process improvement projects, playing a key role in streamlining operations and elevating service quality standards at Prospect Airport Services.

**BIOWORLD - Help Desk Intern** | Irving, TX

November 2021 – May 2022

- Accelerated the resolution of various technical issues related to computer systems, hardware, and software and improved overall system functionality.
- Proactively deployed solutions for issues, collaborating with senior IT professionals to guarantee swift and effective resolutions and support efficiency.
- Maintained records of end-user inquiries and issues in the system, using a digitized approach to contribute to enhanced organizational efficiency.
- Actively participated in dynamic team meetings, offering valuable insights and engineering contributions to impactful process improvement initiatives, resulting in a heightened level of overall team collaboration and efficiency.

## PROJECTS & INTERESTS

**FALL GAME JAM UTD - Creative Director** | Team of 5

GitHub | [View Project](#)

- Led a creative design team in a 48-hour indie game development project, fostering a collaborative environment and winning the Best Visuals award.
- Utilized: Blender, C++, Photoshop, Creative Cloud

**CODEPATH - Cybersecurity** | Individual Projects

GitHub | [View Project](#)

- Accomplished a deep understanding of cybersecurity principles through practical application and hands-on experience.
- Worked on encryption and decryption, making SSH key, authentication using SSH key, password cracking, Setting up and running a provided Docker image, Using Nmap to check for open ports and port vulnerabilities, and Using the Metasploit Framework to run pre-made exploits. Use MSFVenom to create a variety of virus files Check unknown files for embedded viruses with VirusTotal.
- Utilized: Ubuntu, Slack, Virtual Machines, John the Ripper