Prajwal Ale

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Career Objective

A recent graduate with a Master of Information Technology (Cybersecurity) from Charles Sturt University and 2 years of experience in a customer service role. Gained ITILv4 Foundation and AWS Cloud Practitioner certificate to demonstrate commitment to the industry and enhance technical ability. I'm looking for a full-time IT Graduate role where I can utilize my customer service skill and solidify my technical knowledge into skills to support clients and customers.

Technical Skills

Office Package:	Office 365, MS Teams, SharePoint, Outlook
Operating System:	Windows 7, 10, Windows Server 2016, Ubuntu Linux, MacOS
Remote Support tools:	TeamViewer, Remote Desktop Connection, Zoom
Helpdesk Ticketing System:	Gepard, Zendesk
Active Directory:	User and password management, group policy
Virtualization:	Virtualbox, VMWare Hypervisor
Scripting and Programming:	Python, SQL, Javascript, HTML, CSS
Cloud Computing:	Amazon Web Services, Azure

Education

Professional Year   **Dec 2022 - Present**
Performance Education, Melbourne
Key Subjects: Australian Business Culture and Environment, Achieving Career Success, Australian Workplace Skills and Professional Business Communication

Master of Information Technology (Cybersecurity)   **Mar 2020 – Nov 2021**
Charles Sturt University, Melbourne Study Center
Key Subjects: Dark web, Information Security, Digital Forensics, Cloud Computing, System Analysis

Bachelor of Computer Engineering   **Oct 2014 – Aug 2018**
National College of Engineering, Lalitpur Nepal
Key Subjects: Computer Networks, Internet and Intranet, Data Structures, and Algorithms, Software Engineering, Data Mining

University Project

AWS IT Lab Implementation   **Mar 2021 – Apr 2021**
Charles Sturt University, Melbourne

Objective:	Creating an IT Lab to deploy Virtual Public Cloud (VPC) on AWS with a private and public subnet
Tools:	AWS Educate, EC2 Instance, NAT Instance
Duties:	The project was divided into multiple milestones: creating VPC with a public and private subnet, deploying EC2 instance and launching Windows server, and deploying WordPress and database instance.
Outcome:	Launched a running cloud-based IT lab with a live Windows server serving database and WordPress instance
Result:	Obtained Credit for this project

DDoS Attack IDS Using ML/DL Technique   **Jul 2021 – Oct 2021**
Charles Sturt University, Melbourne

Objective:	AA quantitative evaluation of a deep learning based intrusion detection system for DDoS attack
Tools:	Python Programming language, Deep Learning Technique, Jupyter Notebook
Duties:	As a part of an individual project, I completed the research project by breaking it down into multiple milestones. I broke down the project into the preliminary research and understanding stage, data collection stage, data processing stage, model building stage, training and testing stage, and research documentation stage
Outcome:	The research project concluded deep learning technique is a prospective use

case for an intrusion detection system for DDoS attacks. The result showed 99% accuracy in binary classification and 80.2% in multi-class classification

Result: Obtained Credit for this project

Personal Project

Face Detection App
View Source Code
A computer vision based application that can detect faces on a live feed video. It utilises prebuilt light weigh face detection model called haarcascade.

PizzaBot
View Source Code
A chatbot that helps to take online orders from a customer. Its objective was to automate drive-thru customer service. It was built using the google Dialogflow tool that utilised backend webhook written in python programming language.

Head Cropping Tool
View Source Code View Demo
A computer vision based tool that automatically crops head from an image.

Employment History

Barista / Front of House   **May 2022 - Present**
The League of Honest Coffee, Melbourne
- Delivering customer service by managing a weekly average of 600 guest arrivals, processing payments, noting requests, and resolving issues
- Receiving more than 25 telephone calls and in-person requests for information, and order placement
- Adding value to the café brand by demonstrating continuous improvement in the barista skills
- Supervising and training new staff to smoothly transition to their responsibilities

Web Developer Intern   **Jul 2022 – Oct 2022**
Sharp Circles, Melbourne
- Researched on usability and accessibility-focused website design to redesign company's website
- Designed and developed websites using WordPress and optimized for performance and search engines
- Developed user interfaces using wireframes and frontend tools: HTML, CSS, and JavaScript
- Communicated regularly with the mentor and clients to meet desired requirements
- Observed, participated in, and contributed to team meetings and followed agile practices

Software Developer Intern   **Jan 2019 – Jun 2019**
Eepos IT Holdings Nepal, Kathmandu NP
- Developed a chatbot using Dialogflow that automated more than 25 common queries and receive users' information
- Implemented API for common chatbot responses using Flask framework and deployed in Google App Engine
- Labeled over 500 image datasets using Labelbox application to improve the ML classifier model
- Implemented a web scraper tool to fetch data from over 20 websites using the Scrapy library
- Collaborated in a team to find an optimal solution to the client's requirement following agile software development methodology

Personal Attributes
- Excellent interpersonal skills, as demonstrated through 2 years of experience in customer service
- Strong time management and organizational skills developed through 6 years of successfully combining work and university studies
- Reliability and accountability towards my job responsibility, contributing to the efficient business workflow at the workplace

References
Available upon request