

# Uttam Sapkota

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1 Withnall Cct, Muirhead, NT 0810

## EDUCATION:

**Master of Information Technology (Software Engineering)**  
Charles Darwin University, Darwin, NT, Australia  
Expected Graduation: Jun 2025

**Jul 2023 – Ongoing**

**Bachelor of Science in Business Administration**  
Creighton University, Omaha, Nebraska  
Majors: Accounting and Business Intelligence Analytics (BIA)

**Aug 2016**

## WORK EXPERIENCE:

Telstra Retail Stores, Telstra Limited, Darwin, Australia

**Retail Consultant, Casuarina**

**Jul 2024 - Present**

- Deliver exceptional customer service by guiding customers through their purchase journey and recommending suitable Telstra products.
- Stay up-to-date with the latest technology and Telstra offerings, while exceeding sales targets in a fast-paced retail environment.
- Collaborate with team members to achieve store goals, handle transactions, and resolve customer issues efficiently.

Education Services, KBA Global Pty Ltd, Darwin, Australia

**Business Development & Compliance Manager – Global (Part-time)**

**Sep 2023 – May 2024**

- Liaise with universities and colleges across the globe to negotiate agent agreements; review existing contracts with partners and work with KBA Global Management and branch managers to promote our partners across represented markets.
- Update standard operating procedures (SOP), develop training materials, and feedback loops (from employees and clients) in relation to various aspects of business operations to increase productivity, ensure compliance with relevant local and market regulations, formulate business development plans, and also come up with solutions for issues identified.

**National Manager & ICT Business Analyst – Nepal & Philippines**

**Jan 2019 – Jun 2023**

- Manage, supervise, and oversee operations in all KBA Global Nepal branches and KBA Philippines office.
- Liaise with universities and colleges in Australia, Canada, UK, and New Zealand to negotiate agent agreements.
- Perform business process audit of existing processes and systems to improve existing processes and/or develop, implement, and maintain new policies and procedures (related to operation, IT Infrastructure and usage, HR, Relationship Management, etc.) to increase productivity and efficiency of available resources to ensure smooth business operation and profitability.
- Design controls and optimize services associated with change management, system implementations, and upgrades including but not limited to the implementation/maintenance of Google Workspace applications & Agentcis CRM across the business.

Risk Assurance, PricewaterhouseCoopers (Boston, MA)

**Process Assurance Experienced Associate**

**Apr 2018 – Nov 2018**

- Performed control design, optimization, and assurance services over finance, compliance, and operational processes.
- Performed technical IT control reviews of networks, operating systems, databases, and applications in use at various clients.
- Provided third party assurance and other opinion services (e.g. SOC 1 Type I, SOC 1 Type II, and AUP reports) as required.
- Worked with a team to interact and execute projects on client engagements; exhibiting project management skills (developing project plans, budgets, and deliverables schedules), and forming client relationships.

Advisory, Deloitte & Touché LLP (Omaha, NE)

**Technology Risk Consultant**

**Jul 2016 – Mar 2018**

- Assessed IT control environment at public and private companies, primarily in the Insurance, Telecom, Media and Entertainment industries, to assess GIRC risks across different layers of IT.
- Enhanced reliability of financial and operational processes by providing recommendations to company management pertaining to Sarbanes-Oxley and SSAE 18 standards by leveraging knowledge of IT risk management.

Balance Sheet Team, Yahoo! Inc. (Omaha, NE)

**Accounting & Reporting Intern**

**May 2015 – May 2016**

Posted over 60 million dollars in various journal entries regarding stock options, benefits, and taxes while maintaining the Yahoo! US Intangible Sub-ledger in Oracle and saved over 30 hours per month by automating recurring tasks using excel VBA.

**Certifications & Trainings:**

UX Foundations: Prototyping, LinkedIn Learning	Sep 2024
ITIL Foundation Level, LinkedIn Learning	Aug 2024
ICEF Trained Agent Counsellor, ITAC 1538	Apr 2020
PIER Qualified Education Agent Counsellor, QEAC P101	Nov 2019
ISACA: Cybersecurity Fundamentals Certificate (CSX)	Mar 2018

**Technical Experience:**

Programming languages: Python  
ERPs Security Controls: SAP, Oracle, QAD  
Operating Systems and Networks Security Controls: Windows OS, Active Directory (AD)  
Database Security Controls: Oracle and MS SQL Databases

**Skills:**

Microsoft Office Suite, Excel VBA, Adobe Photoshop.  
Fluent in English, Nepali, and Hindi.

**References:**

Prakash KANDEL  
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