Contact

402-210-4514 (Mobile)
uttam_111@hotmail.com

www.linkedin.com/in/uttamsapkota
(LinkedIn)

Top Skills

Technical Sales Consulting

Product Knowledge
(Telecommunications)

Sales Performance & Target
Achievement

Languages

English (Full Professional)

Nepali (Native or Bilingual)

Hindi (Native or Bilingual)

Certifications

Cybersecurity Fundamentals
Certificate

ITIL Foundation Level

UX Foundations: Prototyping

Verified International Academic
Qualifications

Qualified Education Agent
Counsellor (QEAC)

Uttam Sapkota

Software Engineering Student
Australia

Summary

I am currently pursuing a Master of Information Technology
(Software Engineering) at Charles Darwin University, expected to
graduate in 2025. With a strong foundation in software engineering
and programming, I am passionate about building a career as a
Software Engineer or Programmer. Alongside developing technical
skills, I am also gaining knowledge and skills to become an ICT
Business Analyst, aiming to bridge the gap between business needs
and technology solutions. I am committed to continuous learning and
excited about the opportunities in the tech industry.

Experience

Telstra
Retail Sales Consultant
July 2024 - Present (3 months)
Darwin, Northern Territory, Australia

As a Retail Sales Consultant, I deliver outstanding customer service
experience for Telstra's Customers. Through in-store customer interaction and
a collaborative approach, I empower customers by identifying the products and
services they need to transform their telecommunications experience.

KBA Global Education And Migration
Business Development and Compliance Manager
September 2023 - May 2024 (9 months)
Darwin, Northern Territory, Australia

• Liaised 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.
• Updated 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.

KBA Global Education And Migration
National Manager - Nepal
January 2019 - June 2023 (4 years 6 months)
Nepal

• Managed, supervised, and oversaw operations in all KBA Global Nepal branches and KBA Philippines office.
• Liaised with universities and colleges in Australia, Canada, UK, and New Zealand to negotiate agent agreements.
• Performed 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.
• Designed controls and optimized 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.

PricewaterhouseCoopers
Risk Assurance Associate
April 2018 - November 2018 (8 months)
Greater Boston Area

• 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.

Deloitte US
Technology Risk Consultant
July 2016 - March 2018 (1 year 9 months)
Omaha

• Assesses IT control environment at public and private companies, primarily in the Consumer products, Telecom, Media and Entertainment industries, to assess and address information security, change management, and network operations risks across different layers of IT.

• Enhances reliability of financial and operational processes by providing recommendations to company management pertaining to Sarbanes-Oxley and SSAE 18 standards.

• Executes risk analysis, evaluates business and IT control effectiveness, and identifies mitigating controls per PCAOB and AICPA guidelines.

• Identifies, assesses, and creates key mitigating controls for both automated and manual risks across operating system, network, database, and application layers of clients' IT environments.

Yahoo
Accounting and Reporting Intern
May 2015 - May 2016 (1 year 1 month)
Omaha, Nebraska, United States

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.

Education

Charles Darwin University
Master of Information Technology (Software Engineering), Computer Software Engineering · (July 2023)

Creighton University
Bachelor's Degree, Accounting and Business Intelligence Analytics (BIA) · (2012 - 2016)

Rato Bangala School
High School, A-Levels Business and Science · (2009 - 2011)