

### PERSONAL DETAILS

#### SAURABH GIRI

Jorpati, Kathmandu, Nepal

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### OBJECTIVES

To obtain a position in a reputable Japanese company where I can contribute my expertise in IT support, cybersecurity, and client service while adapting to Japanese work culture and continuing to grow professionally.

### EMPLOYMENT HISTORY

#### Apr 2024 - Sept 2024 Worked as Associate Security Research Analyst at SecurityPal, Kathmandu, Nepal

- Conducted security audits and assessments using industry standards.
- Collaborated with experts to improve technical documentation.
- Delivered timely client reports by optimizing workflows.
- Drafted security questionnaires and RFPs; stayed updated on cybersecurity trends.

#### July 2023 - Feb 2024 Worked as Customer Service Representative & Technical Support at Prixa Technologies, Jawalakhel Lalitpur, Nepal

- Managed client relationships as the primary contact, improving satisfaction scores.
- Provided technical support to over 30 clients via phone, email, and on-site.
- Diagnosed and resolved hardware, software, and network issues.
- Collaborated with cross-functional teams to solve complex technical issues.
- Led product training sessions for 13+ clients, increasing adoption rates.
- Maintained accurate CRM records to improve reporting and response times.

#### Nov 2022 - Feb 2023 Worked as Technical Support Intern at IGI Prudential Insurance, Kathmandu, Nepal

- Coordinate with database administration and the IT department to ensure the smooth running of all software programs.
- Perform routine maintenance on computers and other equipment including running virus scans, cleaning up the memory, OS installation, and upgrading software and hardware as needed.
- Provided on-call assistance in fixing software and hardware problems to multiple branches of the company

### EDUCATION

#### Nov 2019 - Sept 2022

##### Bachelor's of Science with Honours in Computer Science

Herald College affiliated by University of Wolverhampton, United Kingdom

#### Jul 2017 - Apr 2019

##### Intermediate Degree Major in Computer Science

Nasa National College

Tinkune Kathmandu, Nepal

#### June 2017

##### Secondary Education Examination (SEE)

Arunima Education Foundation

Boudha Kathmandu, Nepal

## CERTIFICATION AND TRAINING

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### CEH Trained

Laba Pvt Ltd 2025

### Advanced Cyber Security - Threats and Governance

Great Learning Academy 2023

### Cloud Networking With AWS VPC

Great Learning Academy 2023

### Network Security

Great Learning Academy 2023

### IELTS score 6.5

British Council Nepal 2019

## SKILLS

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- Technical Proficiency: IT Support & Troubleshooting, Scripting & Automation, Network Security & Administration. Cloud Security, Endpoint Protection, Encryption Technologies
- Risk Assessment, Threat Intelligence, Cybersecurity Frameworks, Regulatory Compliance Incident Response & Forensics, Security Operations Center (SOC) Monitoring
- Project Management Tools (JIRA, Trello, MS Project), Governance, Risk & Compliance (GRC) Tools
- Problem-Solving, Critical Thinking, Cross-Functional Collaboration, Effective Communication Stakeholder Engagement, Client Relationship Management, Strategic Decision-Making

## LANGUAGES

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### ENGLISH

Bilingual

### JAPANESE

Completed JLPT N5-level coursework

Currently studying for JLPT N4

Proficient in basic grammar, vocabulary, and conversational Japanese

### Nepali

Native

## SUMMARY

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Dedicated IT professional with over 3 years of experience in technical support, cybersecurity, and client service. Skilled in diagnosing and resolving hardware, software, and network issues, and experienced in conducting security audits and documentation. Known for adaptability, attention to detail, and the ability to work effectively in both independent and team-based roles. Committed to continuous learning and contributing to a company's success within a Japanese professional environment.

## Personal Details

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Date of Birth: 28th November, 2000

Nationality: Nepalese

Height: 172cm