

### PERSONAL DETAILS

#### SAURABH GIRI

Jorpati, Kathmandu, Nepal

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### OBJECTIVES

To obtain a challenging position in an eminent and progressive organization that provides opportunities for career growth and skill enhancement and where I would be able to utilize my professional expertise to the maximum learn and contribute effectively to the firm. To consistently provide service that exceeds the guest, customer, and client expectations, creating once-in-a-lifetime experiences.

### EMPLOYMENT HISTORY

- Apr 2024 - Sept 2024**    **Worked as Associate Security Research Analyst at SecurityPal, Kathmandu, Nepal**
- Conducted comprehensive audits and assessments of security frameworks using industry standards and tools, achieving a 98% accuracy rate.
  - Utilized collaboration with subject matter experts to compile and revise technical documentation, elevating completion efficiency by 30%.
  - Achieved 98% on-time delivery of client reports by optimizing workflows and strategically utilizing network analysis.
  - Actively raise issues, provide feedback, and communicate with Security Research Analysts and Customer Operations Lead.
  - Employed proactive measures to deepen technical expertise in drafting security questionnaires and RFPs, staying current with the latest writing methods and technology trends in security and compliance.
- June 2023 - Feb 2024**    **Worked as Customer Service Representative & Technical Support at Prixa Technologies, Jawalakhel Lalitpur, Nepal**
- Managed client relationships as the primary point of contact, successfully increasing client satisfaction scores by 10% over three months.
  - Provided technical support to over 30 clients, achieving a 95% resolution rate within the first contact through phone, email, and in-person interactions.
  - Diagnosed and resolved hardware, software, and network issues, reducing downtime for clients by an average of 30% and ensuring minimal disruption to their operations.
  - Collaborated with cross-functional teams, leading to a 40% faster resolution of complex technical problems by effectively escalating issues to engineering and product management.
  - Conducted product demonstrations and training sessions for over 13 clients, resulting in a 15% increase in product adoption rates within six months.
  - Maintained accurate records of client interactions and technical issues in the company's CRM system, contributing to a 25% improvement in reporting accuracy and response time.
- 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

## LICENSE AND CERTIFICATION

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**IELTS score 6.5**

British Council Nepal 2019

**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

## ATTRIBUTES

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- A positive outlook on work with a sense of enjoyment and vibrancy in all situations with a charismatic and spontaneous personality.
- Excels working in high-pressure environments whilst providing adaptability, initiative, and problem-solving skills.
- Ability to work as part of a team as well as individually. Smart working and focused, reliant, and trustworthy with strong communication skills and ability to grow relationships into partnerships.
- A passion within the Information Technology sector and a genuine desire to provide high-quality service.

## EDUCATION

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<b>Nov 2019 - Sept 2022</b>	<b>Bachelor's of Science with Honours in Computer Science</b> Herald College affiliated by University of Wolverhampton, United Kingdom
<b>Jul 2017 - Apr 2019</b>	<b>Intermediate Degree</b> Major in Computer Science Nasa National College Tinkune Kathmandu, Nepal
<b>June 2017</b>	<b>Secondary Education Examination (SEE)</b> Arunima Education Foundation Boudha Kathmandu, Nepal

## SUMMARY

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Dedicated IT professional with 2 years of working experience in Information Technology, specializing in comprehensive audits and assessments with a 98% accuracy rate. Proven track record in optimizing workflows for timely delivery of client reports, resulting in a 30% increase in documentation efficiency. Strong IT and networking skills, coupled with a quick learning aptitude, enable me to adapt to new challenges and technologies effectively. Experienced in technical support and customer service, I excel in addressing client needs while upholding high security standards.

## CORE COMPETENCIES

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- Technical Proficiency: Support & Troubleshooting, Scripting and Automation, Network Administration and Security
- Risk Assessment, Threat Intelligence Tools, Cyber Security Frameworks, Data Management, Business Intelligence, Project Management Tools, and Regulatory Compliance
- Problem-Solving, Team-Collaboration, Communication

## Personal Details

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Date of Birth: 28th November, 2000

Nationality: Nepalese

Height: 172cm