|  |  |
| --- | --- |
| **SAPNA GUPTA**  **Cybersecurity Bootcamp Graduate** | |
| LinkedIn: <https://www.linkedin.com/in/sapna-gupta-549b391b7/>  **PROFILE**  Embarking on the exciting journey of cybersecurity wasn't just a career shift for me; it was a passion ignited by my experiences in technical recruitment and customer service. As a recent graduate of a cutting-edge cybersecurity boot camp, I've honed expertise in vulnerability assessments, penetration testing, and risk management. Beyond professional growth, my adventures across diverse countries have instilled in me a profound adaptability and cultural sensitivity, adding a unique flair to my skill set. With a foundation in critical thinking and adaptability, I'm not just looking for a job; I'm seeking a dynamic opportunity to infuse my personal touch and diverse skills into crafting impactful solutions in the world of cybersecurity.  **EXPERIENCE**  **Melbourne, Australia**  **Cybersecurity Bootcamp Student, Generation Australia**  *Aug 2023 – Nov 2023*  I was accepted into Generation Australia’s 12-week, full time intensive Cybersecurity Program. I learnt not just technical skills within Cybersecurity but also behavioral and mindset skills.  Responsibilities   * Installed and configured CentOS Linux servers, demonstrating proficiency in Linux command-line operations. * Conducted comprehensive Vulnerability Assessments and Penetration Testing, identifying and addressing potential security threats. * Executed thorough Risk Assessments, providing insightful reports to guide risk mitigation strategies. * Engaged in hands-on labs to apply theoretical knowledge, completing a Python project to enhance practical skills. * Collaborated on an Incident Management group project, showcasing the ability to work effectively in a team to address security incidents.   **Career Break,****Maternity and Carer Break**  *Jun 2021-Aug 2023*  During my career break, which included maternity leave, I served as a home tutor for my children, integrating soft skills into their education. Facing challenges, such as helping them adapt to a new culture in Australia, I applied strong communication, adaptability, and problem-solving skills. These experiences, including my time as a caregiver during maternity leave, enhanced my resilience, empathy, and effective communication – valuable assets I bring to the professional arena.  **Technical Recruiter, Zone IT Solutions Australia**  *Jan 2021-June 2021*  Responsibilities:   * Conducted end-to-end recruitment for technical roles, demonstrating expertise in candidate sourcing, evaluation, and placement. * Elevated candidate engagement, increasing response rates by 20% through tailored and effective communication strategies. * Established and cultivated a robust network of 500+ IT professionals, contributing to a 15% rise in successful placements. * Elevated client satisfaction by 25% through the delivery of exceptional service, proactively addressing unique staffing requirements.   **Gurgaon, India**  **Technical Recruitment Consultant, Amrit IT Solutions Pvt. Ltd. India**  *Jan 2019-Sep 2020*  Responsibilities:   * Successfully fulfilled over 20 diverse job requirements, showcasing adaptability and versatility in candidate placements. * Coordinated and facilitated 50+ technical and client interviews, achieving an impressive 85% interview success rate. * Maintained a 95% client satisfaction rate by consistently meeting scheduling needs with high-calibre associates. * Provided efficient and organized support, managing 60+ calls and tasks proficiently using Microsoft Office tools.   **Technical Resource Specialist, NYC Global, India**  *Apr 2017- Dec 2018*    Responsibilities:   * Efficiently handled administrative tasks and call management utilizing Microsoft Office tools. * Achieved an impressive 80% success rate in ensuring timely project placements. * Cultivated strong customer relationships, leading to an outstanding 90% satisfaction rate. * Spearheaded a 20% increase in successful placements, demonstrating a proactive approach and effectiveness in talent management.   **Customer Service Representative, Primus Telecommunication, India** *Jul 2008 – Dec 2012*   * Developed and maintained positive customer relationships, contributing to a 95% customer satisfaction rate. * Demonstrated strong product knowledge to guide customers through troubleshooting processes, resulting in a 20% reduction in service resolution time. * Managed a high-volume call queue, consistently meeting and exceeding performance metrics with an average of 100 calls per day.   **London, United Kingdom**  **Associate Finance Analyst (Volunteer), Council of Tower Hamlets, London**  *Dec 2015- Mar 2017*  Responsibilities:   * Ensured the precision of financial data entry and record-keeping, maintaining a 99.5% accuracy rate. * Contributed to the creation of 15+ financial presentations and reports, enhancing transparency and strategic decision-making. * Administered skills assessments for 50+ employees, fostering professional development and team performance. * Processed employee payroll with zero discrepancies, ensuring 100% tax compliance. | Details **Melbourne, VIC** Australia  Mobile No: +61475773168  Email ID: gupta17.sapna@gmail.com  **TECH SKILLS**   * Python * Scripting in Python and PowerShell * Penetration Testing * Risk Assessment and Management * Incident Response * Firewall Configuration * Encryption Technologies   **SOFT SKILLS**   * Critical Thinking * Attention to Detail * Problem Solving * Team Collaboration * Growth Mindset * Persistence * Clear & Precise Communication * Customer Satisfaction Improvement * Time Management   **EDUCATION**   * Cybersecurity Bootcamp, Generation Australia (Aug 2023 – Nov 2023) * MBA (HR & Finance), Amity University, 2008 * Bachelors in Science, KUK, 2006   **LANGUAGES**  English & Hindi  **HOBBY**  Culinary Art: Local Cooking Competition Winner, India  Passionate about culinary arts, I won a local cooking competition, showcasing creativity, skill, and the ability to impress judges with innovative and delicious creations. |