

# Suman Sedhai

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## Summary

- Cyber Security Engineer with more than six years of technical experience and completed Bachelor of Electronics and Computer Engineering and Network Security Diploma
- A passion and talent for aligning the organization's goal with IT security architecture, policy, standards, operations
- Technical and analytical experience in computer hardware, software, and computer networks, providing customer support
- Thorough knowledge of computer network management and configuration, network security, threat management and disaster management/recovery procedures, compliance, and standards
- Possessed skills related to managing and monitoring Windows and LINUX server/client infrastructure, O365, Web Server, AWS
- Initiative-taking, good communication and people skills and building a strong relationship with hundreds of clients, contractors, and vendors for sustainable business

## Skills

<b>Network Security</b>	Penetration Testing, Vulnerability Analysis, Antivirus software, disaster management/recovery
<b>Computer Networks</b>	Windows/Linux Server Administration, CISCO CCNA, DHCP, DNS, TCP/IP, Firewall
<b>Programming Language</b>	Python, C, C++
<b>Operating Systems</b>	Windows, UNIX, iOS, Linux
<b>Office Package</b>	MS Office, Open Office, LATEX
<b>Management</b>	Team and conflict management, leadership skills
<b>People</b>	Decision-making, Dependability, Active Listening, Empathy, Friendliness

## Experience

### Concierge Security Engineer 3

Arctic Wolf

Sep 2023 – Current

Waterloo, Canada

- Cultivating strategic partnerships with enterprise clients as the primary technical liaison, advising on security best practices and aligning solutions with business objectives to reduce vulnerabilities by 70%
- Review and provide consultation on the implementation and maintenance of network security systems (firewalls, IDS, proxies) across cloud and on-premises environments, ensuring 99.9% uptime for critical infrastructure
- Analyzed system logs and security data to identify threats, leading containment efforts that decreased breach incidents by 60%. Conducted malware analysis, and attack simulations to resolve 70+ security events annually
- Partnered with Customer Success Managers(CSMs) and Concierge Security Analysts and Security Operation Centre(SOC) analysts to optimize client security postures, resolving 95% of escalated issues within SLA timelines.
- Mentored 3 junior analysts in threat analysis, scripting, and stakeholder communication, improving team efficiency and client satisfaction
- Delivered complex technical concepts into non-technical briefings and presentations, empowering customer executives to make informed decisions on security investments.

### Concierge Security Engineer 2

Arctic Wolf

June 2022 to Sep 2023

Waterloo, Canada

- Support the direct delivery of Arctic Wolf network and endpoint security solutions to customers
- Help investigate security events, and configure, troubleshoot and verify data sources
- Action or escalating customer requests for guidance, information or support on time
- Interact and communicate with internal and external stakeholders
- Researched current cybersecurity threats, and guided clients

**Technical Support Specialist(IT Security)****July. 2019 – May 2022**

MacDon Industries Ltd.

Winnipeg, Manitoba

- Managed day-to-day security operations, ensuring the identification and remediation of information security risks, threats, and vulnerabilities.
- Installed security measures and operating software to protect systems and information infrastructure
- Documented security incidents and assessed any potential impact on MacDon.
- Assisted in developing company-wide standards, policies, and best practices for IT security.
- Participated in security incident response through in-depth, technical (log, forensic, malware, packet, etc.) analysis.
- Provisioned and de-provisioned on a range of platforms.
- Monitored Firewalls, alerts, and log correlation tools for potential threats.
- Provided incident remediation and prevention documentation.
- Kept up to date with information security solutions, including data loss prevention, intrusion detection and prevention, network security monitoring, and vulnerability management.
- Researched, recommended, and implemented changes to enhance all systems' security.

**ELECTRONICS AND COMPUTER ENGINEER****May. 2016 - Apr. 2017**

Habra Technology Private Limited

Pulchowk, Nepal

- Managed queries from customers via email and an incoming phone call to solve problems related to computer systems and settings by accessing user's computer remotely or on-site
- Designed and implemented different solutions for the clients after receiving their hardware and software configuration, tracked previous histories to provide secure and smooth connected networks and excellent customer service
- Designed projects after analyzing the company's databases by using Excel and SQL tools for necessary adjustments, trend analysis, and optimization
- Created and maintained MS Word documents for future reference, designed FAQ sheets for common issues and standard safety practices to lower the accident, error minimization and maximum system uptime
- Used programming tools such as C++, Python, and SQL query language to build applications, and web pages and secure them by following standard procedures and regularly updating related software to avoid bugs and malicious contents
- Prepared LAN schematics, verified the design, located, and analyzed probable failures, and reduced the risk elements for small and large offices

**COMPUTER NETWORK TECHNICIAN INTERN****Jan. 2016 - Jul. 2017**

Softtech Foundation Private Limited

Kathmandu, Nepal

- Designed and maintained LAN and Wireless networks and configured firewall for internal office usage
- Maintained, troubleshoot and administered the use of local area networks (LANs), wide area networks (WANs), mainframe networks, computer workstations, connections to the Internet and peripheral equipment
- Solved problems related to network services, printers, and connections by adopting a procedural method that saved time and resources
- Conducted tests and performed security and quality controls by regularly assessing vulnerabilities and loopholes according to office standards

**TELECOM TECHNICIAN****Sep. 2009 - Nov. 2011**

United Telecom Limited (UTL)

Kathmandu, Nepal

- Supervised test operation of different telecommunication equipment such as central server unit, cables, gateway devices, UPS and battery bank to support 99.99% runtime
- Performed electrical wiring, design and routine tasks such as testing, and fault identification in different base transceiver station(BTS) locations and successfully operated 200 BTS all over Nepal for UTL
- Performed optical fiber splicing and new fiber connection in different sites as a backup connection to avoid downtime
- Diagnosed and located faults and replaced or repaired telecommunications equipment as per the instruction of senior engineers
- Completed tests and prepared reports related to battery bank status, generator, and air conditioners for the smooth operation of the central office and base transceiver station (BTS) and kept service records for future usage
- Performed inventory management and store management including day-to-day updates of the status of tools and machines required by using real-time online software tools

## Other Experience

### CUSTOMER EXPERIENCE SALESFLOOR ASSOCIATE [PART TIME]

June 2018 – Nov. 2019

Walmart Winnipeg North Supercenter

McPhillips, Winnipeg

- Answering customer queries and addressing the problem quickly satisfying the customers in person and via phone
- Helping customers select the best product that fits their needs and maintained visually appealing and clean aisle
- Interacting with customers with the latest designs and trends maintaining shelves full and always replenished and promoting customer satisfaction
- Mentoring newly joined associates regarding daily operations within the store

## Education

### POST DEGREE DIPLOMA, NETWORK SECURITY

Aug. 2017 - Oct. 2018

The University of Winnipeg

Winnipeg, Manitoba

### BACHELORS IN ELECTRONICS AND COMMUNICATION ENGINEERING

Nov. 2011 - Jan. 2016

Institute of Engineering, Pulchowk Campus

Pulchowk, Nepal

## Extracurricular Activity

### APPLICATION DEVELOPER

Nov. 2011 - Jan. 2016

Institute of Engineering

Kathmandu, Nepal

- Actively participated in different programming language competition
- Developed applications using C, C++, and Python as academic projects and non-academic projects
- Developed machine learning application using MATLAB that can recognize Devanagari Character as OCR application as the final academic project in Bachelors

### CORE MEMBER

Oct. 2012 - Aug. 2013 ABU

#### Robocon 2013

Danang, Vietnam

- Gained expertise in the design, modification, and testing of hardware and software components of automatic and manual robots
- Designed hand controller for maneuvering robots' movement
- Participated in different training and seminars to obtain up-to-date technical knowledge areas for better robotics development
- Designed, implemented, and practiced various safety regulations to protect peers and the workplace from hazards

### MEMBER AND MENTOR

Oct. 2013 - Aug. 2014 ABU

#### Robocon 2014

Pune, India

- Provided ideas and suggestions related to the design and application of electromechanical components for manual and automatic robots
- Mentored six core team members for different project-related activities to achieve goals within the time

### FOUNDER & TECHNICAL WRITER

Mar. 2012- Mar. 2013

#### Graphene Magazine

Pulchowk, Nepal

- Drafted and wrote articles for a yearly magazine about IT technologies, robotics, and technical innovations to keep students up to date about recent trends and technology

## Certifications

(ISC)<sup>2</sup> Certified Information Systems Security Professional(CISSP)