

# Sangam Khanal

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## SUMMARY

Security Analyst with a passion for protecting digital assets and mitigating cyber threats. Skilled in vulnerability assessments, robust network defence, and SIEM analysis. Seeking to contribute to cybersecurity initiatives.

## SKILLS

**Hard skills :** HTML, CSS, Python, VMWARE, Azure Sentinel(SIEM), Nessus, Wireshark, NMAP, OWASP, Vulnerability Assessment, Splunk, Network Security, Penetration testing, Access Control and Authorization, Firewall Management, Incident Response, ISO 27001, endpoint protection, Intrusion detection, Network monitoring, Malware analysis, Docker, Kubernetes, CI/CD Pipeline, IaC, Linux.

**Soft skills :** Goal oriented, Teamwork, Communication, Inquisitive, Critical thinking, Attention to detail, Customer service, Leadership, Time management, Collaboration, Adaptability, Problem solving.

## EDUCATION

### Bachelors of Information Technology

King's Own Institute, Cloud Computing, Cyber Security, Networking, Web development • Sydney • 2023

## PROJECTS

### Website Development for a Community Funded Organisation

Busselton Hospice Care Inc. • August 2022 – October 2023

- Constructed and upgraded website in WordPress, enhancing overall website performance by 50% and reducing maintenance costs by 60%.
- Enabled donations to be collected securely for the organisation using Stripe integration for credit card payments and increased the number of donations by 32%.
- Created custom integration with third party API to enable direct donation from bank accounts while complying with GDPR regulations.
- Improved website traffic by 150% and increased the average time on the website by 35%.
- Optimized website SEO for organic search results, achieving a ranking on the first page of Google search.

### IBM Qradar

Home Lab

- Implemented IBM Qradar SIEM solution to monitor network threats and vulnerabilities, identify malicious activities, and facilitate incident response process, reducing time of threat identification and response from days to hours.
- Decreased alert volume by 60%, automated incident response to reduce false positives and investigated events for accurate triage. Enabled real-time visibility for network security posture.
- Enabled incident response and breach investigations by developing dashboards and reports for visualizing network traffic data and log visualization.

## EXPERIENCE

### Sales Consultant

Telstra

May 2022 – Present, Sydney

- Implemented highly effective sales strategies, yielding an impressive 45% customer conversion rate and a notable 35% increase in average ticket size.
- Conducted thorough analysis of customer feedback and performed in-depth market research to develop tailor-fit solutions that not only met customers' needs but also aligned with the company's desired targets.
- Demonstrated proficient utilization of CRM database, ensuring impeccable customer data accuracy and facilitating seamless overall client management.
- Consistently achieved exceptional results by successfully closing 25 deals per quarter, meeting and exceeding the company's quarterly targets.

### Gaming Attendant

Crown Resorts

February 2022 – October 2022, Sydney

- Led efforts to set and enforce performance and service standards, resulting in a consistent, high-quality environment and achieving a customer satisfaction rating of 95% or higher.
- Provided strong support and assistance to team members, enhancing their ability to handle guest inquiries and requests, leading to a remarkable 30% reduction in escalated complaints and an average response time of less than 2 minutes.
- Consistently delivered exceptional customer service, earning a remarkable customer retention rate of 90%, and receiving an outstanding average rating of 4.8 out of 5 in customer feedback surveys.

- Demonstrated unwavering high energy and professionalism in all interactions with clients and staff, garnering positive feedback from an impressive 95% of colleagues and management.
- Sustained high levels of energy and enthusiasm in a fast-paced environment, contributing to an impressive 15% increase in overall productivity and an admirable 10% reduction in staff turnover.

### **Customer Service Attendant**

**KFC Restaurant**

**May 2020 – May 2023, Sydney**

- Maintained customer satisfaction with forward-thinking strategies on addressing customer needs and resolving concerns.
  - Answered customer telephone calls promptly to avoid on-hold wait times.
  - Recommended products to customers, thoroughly explaining details.
  - Collected customer feedback and helped process changes to exceed customer satisfaction goals.
  - Cultivated customer loyalty, promoted repeat business and improved sales.
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## **CERTIFICATIONS**

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### **IBM Cybersecurity Analyst**

Coursera

Examine, audit, and implement best practices for network security Adhere to industry standards for compliance and data protection

Understand the key threats facing each digital entity in the modern world Respond to potential breaches to reduce threat outcomes

Investigate real-world security breaches to identify potential vulnerabilities Work with virtual labs to apply practical skills for data security