BIBEK NEUPANE

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SUMMARY OF QUALIFICATIONS

Operating Systems: Microsoft Windows, Ubuntu, Kali Linux, UNIX, and macOS
Cybersecurity: Wireshark, Nmap, SSL, DDoS, Cloudflare, IDS/IPS, Incident Response, Risk Assessment, SIEM
Platforms: Active Directory, Office 365, Azure, Intune, VMware, Visual Studio, SharePoint, SCCM, Zendesk, Power BI
Hardware: Desktops/Laptops, Mobile Phones (iOS, Android), Switch, Routers/Modems, RICOH
Network Protocols: TCP/IP, SNTP, DNS, DHCP, Telnet, SSH, FTP, RDP, SMTP
Programming: HTML, CSS, PHP, JavaScript, C, C++, Python, SQL, JSON, Bash, PowerShell
Interpersonal: Flexibility to learn new technologies, adapt to changes. Clearly convey technical concepts to stakeholders and collaborate effectively. Leading projects, Troubleshooting and Problem Solving, Cost and Risk Management.

EDUCATION & CERTIFICATION

Georgian College, *Barrie, Ontario*
Major: Post-graduate in Big Data Analytics — **Graduation:** Apr 2025
Major: Post-graduate in Cybersecurity — **Graduation:** Aug 2024
Tribhuvan University, *Nepal*
Major: Bachelor of Science in Computer Science and Information Technology (B.Sc. CSIT) — **Graduation:** Dec 2020

PROFESSIONAL EXPERIENCE

Systems Coordinator — **Simcoe Muskoka District Health Unit, Canada** — **July 2025 - Present**
- Administered and enhanced enterprise systems (Dynamics 365, MySparkrock), improving operational efficiency and user experience.
- Led cross-functional projects and resolved system issues, reducing downtime and improving service delivery.
- Developed training materials and delivered sessions to staff, increasing system adoption and reducing support requests.

IT System Assistant — **Ontario Public Service- SOLGEN, Canada** — **March 2025 – July 2025**
- Support staff with researching and writing feasibility studies, including cost/benefit analyses, business requirements, business cases, etc.
- Provide support on system support, integration analysis and user acceptance testing (UAT).
- Plan, organize, coordinate, and manage daily assigned work to Investigate and prepare alternative options and recommend business solutions.

IT Service Desk Student — **Hatch Ltd., Canada** — **May 2024 – Aug 2024**
- Imaged laptops, updated, and deployed IT assets, ensuring compliance with company standards, assisted in hiring new employees and decommissioning or removing IT assets from departing staff.
- Restocked IT assets, maintained records, enhanced processes, and documented for managing competing priorities.
- Handled transportation and secure destruction of IT media (e-waste), as well as asset returns, in compliance with InfoSec policies, reduced the risk of orphaned accounts by 99%.

IT Officer — **Agriculture and Forestry University (AFU), Nepal** — **Feb 2023 – Aug 2023**
- Managed IT projects, negotiated contracts, and maintained vendor relationships, web API design, security standards, database migrations, cloud backups, and hardware upgrades excelled the university's speedy service by 90%.
- Led teams collaboratively in quantitative analysis for risk management demonstrated effective client communication.

Jr. Network Security Analyst — **Karuna Technology Pvt. Ltd, Nepal** — **Jan 2021 - Jan 2023**
- Evaluated and upgraded the company's network infrastructure by deploying SSL certificates, setting up firewalls and access control lists, testing SQL injection attacks, performing XSS attacks, and reviewing code for defects.
- Configured and maintained connectivity issues for LAN, WAN, VPN, and Wireless networks for multiple clients, ensuring 99.9% uptime and seamless connectivity for critical business operations.

IT Intern — **Nepal Telecom (NTC), Nepal** — **May 2020 - Nov 2020**
- Monitored dashboards, alarms, and metrics across 130 public services to ensure NTC's operational resiliency.
- Managed multiple customer inquiries via email, phone calls, and live chat uplifting customer retention by 80%.

PROJECT

- **My Y Rewards (YMCA)** - **Team Lead** -Analyzed data for loyalty program to increase customer engagement and retention

LEADERSHIP

- Volunteer - Barrie Food Bank, Jan 2024
- Client Survey Research Assistant- Food Bank Mississauga, July 2024