

Pratap Neaupane

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Visa Status: Subclass 485 (Valid until late 2029 – Full Working Rights)

Portfolio: <https://pratapneupane.com>

Professional Summary

Postgraduate-qualified IT Professional (Master of Networking) and ISC2 Certified in Cybersecurity (CC) holder with a robust foundation in network infrastructure, cloud fundamentals, and system administration. I combine technical expertise across Windows Server, Active Directory, and M365 with proven reliability in high-compliance, high-pressure environments. Currently employed in the highly regulated healthcare sector, I have demonstrated exceptional incident management, strict adherence to privacy legislation, and advanced stakeholder communication skills. Seeking to leverage this unique blend of technical discipline, Agile methodology experience, and operational maturity within **Datacom's Graduate Opportunities program** to drive client-centric technology solutions and deliver exceptional enterprise IT support.

Technical Skills

- **IT Support & Service Management:** ITIL v4 Framework principles, SLA Management, Incident & Problem Management, Remote Desktop (RDP/TeamViewer), Jira, Zendesk, Technical Documentation.
- **System Administration:** Active Directory (User/Group Management), Microsoft 365 Admin (Exchange/Teams), Microsoft Entra ID (Azure AD), Windows 10/11, Windows Server 2019/2022.
- **Networking:** TCP/IP, DNS, DHCP, VLAN Configuration, Subnetting, WAN/LAN Troubleshooting, Wireshark Packet Analysis.
- **Security & Compliance:** ISC2 CC Curriculum, Incident Response, MFA Implementation, RBAC (Role-Based Access Control), Endpoint Security, Privacy Act 1988 Compliance, SOC Simulation.
- **Cloud & Virtualisation:** Azure Fundamentals, VMware Workstation, Hyper-V, Intune (Device Compliance).

Certifications & Education

- **ISC2 Certified in Cybersecurity (CC)** | /ISC2 | Issued: Feb 2026
 - Credential ID available upon request / Digital Badge verification available.
- **Master of Networking** | Melbourne Institute of Technology, Melbourne Campus | Jul 2022 – Jun 2024
 - Key Focus: Network Security, Cyber Security, Enterprise Systems, Network Project Management

- **Bachelor of Computer Science and Information Technology** | Nepathya College, Nepal | 2016 – 2020
 - Key Focus: Programming, Database Management System, Cloud Computing, Software Project Management
- **Microsoft Certified: Security, Compliance, and Identity Fundamentals** | Microsoft | Status: In Progress (Expected Completion: May 2026)

Work Experience

Uniting AgeWell | Tasmania & Victoria Extended Care Assistant (ECA) & HACSU Delegate | Feb 2024 – Present

Queenborough Rise Community, TAS (May 2025 – Present) | Preston Community, VIC (Feb 2024 – May 2025) Internal transfer demonstrating long-term reliability and adaptability within a regulated organisation.

- **Compliance & Privacy:** Managed sensitive Personal Health Information (PHI) in strict accordance with the Aged Care Quality Standards and the Privacy Act 1988.
- **Incident Management:** Responded to critical medical and behavioural incidents in a high-pressure environment, requiring rapid decision-making and strict adherence to escalation protocols (highly transferable to IT Major Incident Management).
- **Stakeholder Communication:** As an elected Union Delegate, acted as a bridge between staff and management to resolve workplace conflicts and negotiate outcomes, demonstrating superior professional communication and de-escalation skills.
- **Documentation:** Maintained 100% accuracy in shift reports and handover logs to ensure continuity of operations and audit readiness.

Alpha Beta Theta Technologies | Nepal | Software Project Manager | Nov 2020 – Jun 2021

- **Agile Implementation:** Successfully implemented Agile/Scrum frameworks using Azure DevOps, improving team velocity and ensuring clear deliverables.
- **Stakeholder Management:** Coordinated between external clients and internal development teams to define requirements, translating business needs into technical specifications.
- **Quality Assurance:** Oversaw the Software Development Life Cycle (SDLC) from initiation to deployment, ensuring rigorous quality control and risk mitigation strategies were applied.
- **Delivery:** Achieved a 100% on-time delivery rate for assigned software modules through effective resource allocation.

Academic Projects and Home Labs

Enterprise Security Home Lab | Self-initiate Home Lab

- Infrastructure: Built a virtualised environment (VirtualBox) with Windows Server 2019 to practice Active Directory deployment, User creation, and Group Policy (GPO) management.
- Security Monitoring: Deployed a SIEM tool (Splunk Free) to ingest logs and monitor for failed login attempts, simulating a SOC environment.
- Outcome: Gained practical, hands-on experience in log analysis, system hardening, and server administration beyond theoretical coursework.

IT Systems Integration Dashboard | Master of Networking Capstone | Mar – Jun 2024

- Integration: Integrated multiple data sources (hardware sensors + APIs) into a centralised web-based dashboard.
- Analysis: Applied data analysis to identify performance trends, mirroring Root Cause Analysis (RCA) techniques used in IT Problem Management.
- Documentation: Produced comprehensive configuration guides and troubleshooting manuals aligned with ITIL documentation standards.

Reference

Available on request.