

CP GURAGAIN

- Address: Parramatta, NSW, 2150
- Contact Details: +61410814272
- Email: cguragain11@gmail.com
- LinkedIn Profile: <https://www.linkedin.com/in/cp-guragain-601b28198/>

Career Objective

Highly motivated and results-driven IT professional specializing in Network and Cyber Security. With a bachelor's degree in information technology and practical work experience, I possess a strong foundation in computer science principles and have over 3 years of experience. I am eager to apply my skills to new IT challenges as I advance my career. I seek opportunities to contribute to organizational growth while fostering my professional development. Eager to contribute my experience, skills, and abilities to the Information Technology industry, while embracing resourcefulness, innovation, and adaptability. Seeking a dynamic environment that promotes professional growth and offers opportunities to contribute my qualifications to organizational development.

Licenses and Certifications

- Microsoft Certified: Cybersecurity Architect Expert [May 2025]
- Microsoft 365 Certified: Administrator Expert [April 2025]
- Microsoft Certified: Information Protection and Compliance Administrator Associate [Jan 2024]
- Microsoft Certified: Security Operations Analyst Associate [Nov 2023]
- Microsoft Certified: Azure Fundamentals [Mar 2023]
- Microsoft Certified: AI Fundamentals [Jul 2023]
- AvePoint Certified Technical Professional [Oct 2023]
- (ISC)2 Certified: Certified in Cybersecurity [Aug 2026]
- Cisco: Cyber Threat Management [Jul 2023]
- Cisco: Endpoint Security [Jul 2023]
- Cisco: Introduction to Cybersecurity [Jul 2023]

Work Experience

SECURITY CONSULTANT | NCS AUSTRALIA | JUNE 2025 - PRESENT

Clients: Optus

Project: Microsoft Defender for Endpoint Implementation

- Support deployment of Microsoft Defender for Endpoint on Linux servers.
- Collaborating with infrastructure and security teams for secure configuration and onboarding.
- Developing and maintaining documentation and automation scripts for scalable implementation.
- Performing health checks, validating and troubleshooting security agents.
- Aligning implementation with security compliance and monitoring standards.

SECURITY OPERATIONS ANALYST | EIGHTY20 SOLUTIONS | JANUARY 2025 - MARCH 2025

Project: Internal Security - Data Protection

- Implemented Microsoft Purview Data Loss Prevention (DLP) policies.
- Classified and protected sensitive business data using Microsoft Information Protection.
- Collaborated across teams to ensure secure data handling practices.

- Reviewed and fine-tuned DLP rules to minimize false positives and meet business requirements.
- Conducted user training and awareness on data protection compliance.

ASSOCIATE CONSULTANT | EIGHTY20 SOLUTIONS | NOVEMBER 2024 - DECEMBER 2024

Project: Internal IP Development

- Collaborated with internal teams to build Intellectual Property (IP) based on prior client work.
- Developed reusable PowerShell scripts and automation tools.
- Built Power BI dashboards for visual reporting and analysis.
- Created discovery and analysis scripts to standardize engagement processes.
- Contributed to internal documentation for scalable project delivery models.

MIGRATION CONSULTANT | EIGHTY20 SOLUTIONS | SEPTEMBER 2023 - OCTOBER 2024

Clients: Flight Centre Travel Group, DP World, NGM Group

Project Name: Tenant to Tenant Migrations (365 Tenants)

- Successfully executing tenant-to-tenant migrations within Microsoft 365 environment.
- Managing SharePoint, OneDrive, Exchange, and Teams data migration.
- Providing project status reports to support informed decision-making to the project manager.
- Resolving migration-related issues promptly, minimizing disruptions within the environment.
- Utilizing migration tools like Fly Manager for automation to reduce the manual workload.
- Using PowerShell scripts to extract data and information from different tenants.
- Using PowerBI for data validation and performing data analysis.
- Successfully evaluated and performed thorough testing to ensure seamless user experience.

SERVICE DESK ANALYST | EIGHTY20 SOLUTIONS | JULY 2023 - SEPTEMBER 2023

Client: Woolworths Group

Project Name: New Zealand Hypercare Support

- Received, logged, and managed support requests from end users through Genesys IVR and ServiceNow. Classify and prioritize incidents based on severity and impact. Independently resolved Level 1 incidents and escalated complex issues to Level 2 support.
- Provided first-line technical support for issues to over 22000 users across 700 different company-based web and mobile applications. Utilized knowledge bases and documentation for efficient troubleshooting.
- Delivered excellent customer service with responsiveness and empathy. Communicated technical solutions clearly to non-technical users. Keep end-users informed about the status of their support requests.
- Accurately documented support incidents in the ticketing system. Created and maintained knowledge base articles for scenarios-based solutions.
- Monitored IT infrastructure for potential issues and escalated abnormalities.
- Conducted one week training sessions to onboard and educate 4 new project team members during the project.

DEPLOYMENT TECHNICIAN | EIGHTY20 SOLUTIONS | APRIL 2023 - JUNE 2023

Client: Woolworths Group

Project Name: Life Cycle Management - Mobile and Laptops

- Deploying new devices (laptops and mobile devices) to over 2000 users.

- Provide end-user support during the onboarding process.
- Receive, install, and configure laptops based on Windows and macOS, and mobile devices based on Android and iOS.
- Troubleshoot any technical issues related to the system operations and end-user support.
- Communicate with users and coordinate with other IT resources accordingly.
- Raise incidents using ServiceNow to higher support depending on the severity of the incident.

IT & ADMIN SUPPORT/EDUCATION COUNSELLOR | SNS MIGRATION & EDUCATION | SEPTEMBER-2021 TO FEBRUARY 2023

- Troubleshooting and maintaining computer systems running on both Windows and MacOS and managing Microsoft 365 Suite and workplace CRM software, including licensing and permissions management.
- Resolving various issues related to network connectivity and onboarding of new devices.
- Implementing new technologies and software solutions to improve business processes, resulting in increased efficiency and productivity.
- Managing time effectively by prioritizing tasks according to their urgency and importance to ensure timely completion of assigned tasks.
- Collaborating with the team to overcome challenges and deliver successful outcomes.
- Provided personalized academic counseling to a diverse student population, assisting them in course selection, major choices, and career planning.

Education

THE ACS PROFESSIONAL YEAR PROGRAM - ICT | ONGOING| QIBA SYDNEY CAMPUS

- Strong communication and interpersonal skills for effective interaction with technical and non-technical stakeholders.
- Emphasis on teamwork, collaboration, and adaptability to diverse work environments.
- Developing problem-solving and analytical thinking abilities for tackling complex IT challenges.
- Understanding project management principles and methodologies for successful project execution.
- Focus on professional development, including resume writing, interview preparation, presentation skills, and networking abilities.

BACHELOR OF INFORMATION TECHNOLOGY (CYBER SECURITY) |DECEMBER 2022 | TAFE-NSW MEADOWBANK CAMPUS

- Pursued a degree in computer and network security.
- Covered cryptography, network security, cloud computing, and secure programming topics.
- Had the opportunity to specialize in areas such as wireless networks, data infrastructure engineering, and machine learning through elective courses.
- Developed both theoretical knowledge and practical skills in cyber security.
- Completed two major industry-based projects as part of the degree program.

ADVANCED DIPLOMA OF INFORMATION TECHNOLOGY | DECEMBER 2020 | TAFE-NSW MEADOWBANK CAMPUS

- Completed coursework in databases, programming, and cyber security.
- Developed professional and communication skills for IT professionals.
- Acquired knowledge in identifying and mitigating vulnerabilities in computer systems and networks.
- Studied various types of cyber-attacks and techniques used by cybercriminals to exploit vulnerabilities in systems.
- Learned about network security protocols and measures, including firewalls, intrusion detection systems, and access control.
- Gained practical experience in using penetration testing tools to identify and exploit vulnerabilities in simulated environments.

- Developed an understanding of legal and ethical considerations related to cyber security, including privacy laws and regulations.

CERTIFICATE III IN INFORMATION, DIGITAL MEDIA, AND TECHNOLOGY | DECEMBER 2019 | TAFE-NSW PETERSHAM CAMPUS

- Ability to work and communicate effectively in an ICT environment.
- Proficiency in installing and optimizing operating system software.
- Ability to troubleshoot ICT problems that can arise in daily work environments.
- Understanding of the fundamentals of networking.
- Experience building UI-friendly and functioning websites.
- Proficiency in applying introductory programming techniques.

Skills & Abilities

Technical skills

- **Operating Systems:** Windows, Linux, macOS
- **Networking:** Troubleshooting, network setup, network security, firewalls, intrusion detection systems and access control
- **Virtualization:** VMware ESXi
- **Cloud Technologies:** AWS and Microsoft Azure
- **Software and Tools:** Migration Tool – AvePoint Fly, Ticketing System – ServiceNow, IVR System – Genesys.
- **Scripting and Programming:** Python and PowerShell.

Soft Skills

- **Communication skills:** Ability to communicate technical information to non-technical users clearly and concisely.
- **Problem-solving skills:** Able to troubleshoot and resolve technical issues promptly and effectively.
- **Time management skills:** Able to prioritize tasks and manage time effectively.
- **Customer service skills:** Able to provide excellent customer service and client support.
- **Teamwork skills:** Able to work well in a team environment and collaborate with colleagues.
- **Adaptability:** Able to adapt to new technologies and processes quickly.
- **Documentation skills:** Able to document technical processes and procedures clearly and accurately.

Activities and Interests

- Keeping up to date with current trends and advancements in IT.
- Engaging in sports activities
- Listening to the song
- Reading books
- Meeting new people

Professional Affiliations

- ACS Associate Member: 4367909

References

Available upon request