

Milu Shrestha

Claymont, DE | 5102139410 | milushrestha27@gmail.com

OBJECTIVE

Passionate and driven individual seeking a challenging and rewarding entry-level tech job where I can apply and enhance my technical skills while contributing to the growth and innovation of the company.

EDUCATION

California State University East Bay | Bachelor's in computer science Aug 2020- May 2022

- GPA: 3.477/4.0

Contra Costa College | Associate in Computer Science – Transfer Degree Jan 2018-May 2020

- GPA: 3.7/4.0

RELATED COURSES

- | | |
|--|---|
| • Operating System | • Computer Networks |
| • Computer Architecture | • Database Architecture |
| • Website development | • Programming Language Concept |
| • Software Engineering | • Computer Organization and Assembly Language |
| • Object Oriented Programming Language | • Data Structure |

CERTIFICATES/TRAINING

Per Scholas | CompTIA CySA+ May 2024

- A 15-week intensive training composed of 500+hours of technical training with a focus on the cybersecurity - Incident Response, Security Analysis, Threat Mitigation, Log Analysis, Networking Fundamentals, TCP/IP, SIEM Tools, Scripting (Python, Bash, PowerShell), Digital Forensics

Cybersecurity Essentials | Cisco Feb 2024

- Proficient in security controls for networks, servers, and applications
- Skilled in developing complaint security policies and understanding security principles
- Experienced in implementing procedures to ensure data confidentiality and availability
- Developed critical thinking and problem-solving skills using real equipment and Cisco Packet Tracer

Network Essentials | Cisco Feb 2024

- Planned and installed a home or small business network using wireless technology, then connect it to the Internet.
- Developed critical thinking and problem-solving skills using Cisco Packet Tracer.
- Practiced verifying and troubleshooting network and Internet connectivity.
- Recognized and mitigated security threats to a home network.

NDG Linux Essential | Cisco Dec 2023

- Understood the basics of the Linux Command Line Interface (CLI).
- Interacted with the Linux virtual machine.
- Understood how Linux is used and the basics of its command line.
- Acquired open-source concepts and progressively mastered Linux commands.
- Understand how Linux is used and the basics of its command line
- Understood how Linux is used and the basics of its command line.
- Became skilled at using the Linux virtual machine for experiments..

TECHNICAL SKILLS

- **Languages:** C++, HTML, CSS, JavaScript, PHP, Java, python
- **Software:** Word, Excel, PowerPoint, Mars, R, VSC, MySQL
- **Operating System:** Windows, Mac, Linux

RELEVANT EXPERIENCE

Computer Lab Assistant | Contra Costa Computer Technology Center | San Pablo, CA. Jan 2020-May 2020

- Provided technical assistance to students, instructors, and staff with computers involving software configuration, troubleshooting hardware, and assisting with printing, scanning, and making copies.
- Assisted students with logging in to computers, accessing software applications, and providing guidance on how to use specific applications.
- Ensured the security of the computer lab by monitoring user activity, preventing unauthorized access to equipment, and reporting any security breaches to the authorities.
- Provided one-on-one or small group assistance for those who need additional support with enrolling classes accessing Canvas and college email, assignments, or projects.
- Ensured accurate documentation of lab procedures, troubleshooting steps, and user support interaction for future use.

Instructional Aide | Laney Tech Center | Oakland, CA Aug 2015-May 2017

- Aided instructors during classes or workshops by setting up equipment, preparing materials, and facilitating as directed.
- Offered technical support to students and instructors with hardware and software issues, troubleshooting technical problems, and providing guidance on using specialized equipment and software.
- Managed and maintained resources such as computers, software licenses, equipment, and instructional materials.
- Helped monitor a productive learning environment by monitoring student behavior, implementing the tech Center policies and addressing any issues that arise during classes or workshops.
- Participated in meetings and workshops and collaborated with instructors and staff to support the overall mission and goals of the tech center.

CORE COMPETENCIES & ESSENTIAL SKILLS

- **Cybersecurity Expertise:** Strong foundational knowledge in encryption, multifactor authentication, data loss prevention, and network security.
- **Incident Response:** Experience in analyzing security incidents and breaches, responding to events, and mitigating risks.
- **Windows Desktop and Server Support:** Proficient in troubleshooting advanced issues in Windows operating systems.
- **Network Troubleshooting:** Familiar with network technologies, including DNS, DHCP, IP routing, and firewalls.
- **Cloud Security:** Knowledge of securing platforms such as Microsoft Azure and Office 365, including Conditional Access policies and phishing campaign management.
- **Customer Service:** Excellent verbal and written communication skills with a proven ability to translate technical terms to non-technical users.
- **Project Management:** Adept at managing multiple projects simultaneously and meeting tight deadlines.
- **Analytical Problem-Solving:** Strong analytical skills for diagnosing complex technical issues and delivering creative solutions.