

Biken Timalinsa

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CAREER OBJECTIVE

IT graduate with a Master of Cyber Security, seeking a Level 1 Support Engineer position. Offers hands-on capability in Windows and macOS troubleshooting, hardware support, networking fundamentals (TCP/IP, DNS) and clear technical documentation. Recognised for composed, articulate communication and the ability to guide stressed customers through technical solutions in plain language. Committed to continuous professional development and long-term growth within a high-performing support team.

TECHNICAL SKILLS

Hardware Support:	PC assembly, peripheral setup, printer configuration, home network/router setup
Collaboration Tools:	Slack, Airtable, Microsoft 365 (Word, Excel, Outlook, Teams)
Networking:	TCP/IP, DNS, DHCP, VPN, Wireshark, Cisco networking (academic)
Security Tools:	Wazuh SIEM, Nessus, Splunk, Microsoft Defender, Microsoft Sentinel
Cloud & Identity:	Microsoft Azure, Entra ID, AWS (foundational)
Frameworks:	NIST, ISO 27001, Essential Eight, MITRE ATT&CK
Operating Systems:	Windows 10/11 (troubleshooting, configuration), macOS, Linux: Kali, Ubuntu

KEY STRENGTHS

- Effective communication skills with the ability to explain technical solutions clearly to non-technical users, developed through compliance report writing at SecurityPal and informal IT support
- Comfortable working across Windows, macOS and Linux environments with hands-on experience in networking, system administration and endpoint support
- Strong documentation and knowledge-base skills demonstrated through building an internal reference library at SecurityPal adopted as standard onboarding material
- Able to work independently and within a team, developed through group academic projects and professional year program activities
- Multilingual: English, Nepali and Hindi

EDUCATION

The ACS Professional Year Program – ICT

August 2025- Present

QIBA, Sydney Campus

The Professional Year Program is a work readiness program designed to prepare university graduates for the professional ICT workforce. Topics include business communication, workplace relations and practices, WHS, professional networking, report writing and effective presentation skills.

Master of Cybersecurity

July 2023 – August 2025

University of Southern Queensland, Sydney NSW

High Distinctions in Securing Networks, Internetworking, Foundations of Programming and Network Security Management.

Key subjects: IT Systems Administration, Securing Networks, Internetworking.

BSc Hons in Networking and IT Security

June 2019 – December 2022

Islington College (London Metropolitan University)

Grade A in Networking Concepts (CCNA 1–2) and LAN/WAN (CCNA 3–4).

Key subjects: Networks and Operating Systems, Security in Computing, Enterprise Networking.

ACADEMIC PROJECTS

Title:	Smoking & Face Mask Detection System	July 2022
Objective:	Real-time smoking and face mask detection using computer vision and deep learning.	
Tools:	Python, OpenCV, CNN (Convolutional Neural Network)	
Duties:	As part of my BSc Honours final year project at London Metropolitan University, I designed and developed a real-time detection system that could identify smoking behaviour and face mask usage from live video feeds. I was responsible for building and training the CNN model, preprocessing image datasets, tuning model parameters, and integrating the solution with OpenCV for live camera input. The project required independent research into deep learning techniques and practical implementation of computer vision algorithms.	
Outcome:	Achieved a grade of A	

WORK EXPERIENCE

Security Research Analyst SecurityPal, Kathmandu

July 2021 – October 2021

My Responsibilities:

- Reviewed SOC 2 Type II and ISO 27001 audit documentation for over 20 enterprise clients, identifying control gaps and mapping them against NIST CSF so senior analysts could build actionable remediation plans.
- Wrote compliance readiness reports for clients in plain language turning dense audit findings into clear roadmaps that people could actually act on without going back and forth for clarification.
- Kept track of weekly updates across NIST CSF, ISO 27001, and CIS Controls and flagged anything relevant to the team, making sure our client materials were always up to date

PROFESSIONAL CERTIFICATIONS

- ♦ **CompTIA A+** CompTIA | In-Progress
- ♦ **CompTIA Security+** CompTIA | In-Progress

PROFESSIONAL AFFILIATIONS

Australian Computer Society (ACS) - Membership number: 4425214

REFERENCES

Provided upon request