

SANDIP BHUSAL

Lisbon, Portugal

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Enthusiastic tech professional with a strong and diverse background in computer science and cyberpsychology. Experienced in biosignal research, data analysis, web development, technical support, and digital technologies. Seeking a dynamic and challenging role to leverage my skills and knowledge and contribute to innovative projects.

AREAS OF EXPERTISE

- Data Analysis and Research
- System Administration
- Office Suite
- Signal Processing
- Web Development
- Networking Fundamentals
- Technical Support
- Customer Service
- Project Management

EDUCATION

Master in Cyberspace, Behaviour, and E-Therapy

University of Barcelona, Paris Cité University, Lusofona University

Barcelona, Paris, Lisbon

September 2022- August 2024

B.Sc. Computer Science and Information Technology

Tribhuvan University

Kathmandu, Nepal

November 2016 – December 2020

RELEVANT COURSEWORK

Technical: Artificial Intelligence, Operating System, Introduction to Management, Data Structures and Algorithms, Advanced Database Management System, Technical Writing, Network and System Administration, Web Technologies

Psychology: Psychological Intervention, Health Psychology, Psychopathology, Ethics and e-health, Cyberspace, Behaviour and e-Therapy.

PROFESSIONAL EXPERIENCE

Customer Support Representative, Meta Pro Team, Teleperformance

Lisbon, July 2024-August 2024

- Resolved customer inquiries and issues through multiple communication channels, web, chat, call.
- Educated customers on product features and benefits to enhance customer experience.
- Collaborated with internal teams to resolve complex issues.
- Monitored customer feedback and implemented solutions based on customer feedback.

Biosignal Processing Intern, PLUX BIOSIGNALS

Lisbon, May-July 2023, February-August 2024

- Utilized advanced software add-ons to process and analysed biosignal data from ECG, EDA, and fNIRS sensors, implementing statistical methods to extract meaningful patterns and trends.
- Facilitated the setup and calibration of biosignal acquisition systems and sensors, ensuring accurate data collection from test participants.
- Advanced the development and implementation of experimental protocols, ensuring compliance with ethical guidelines and best practices

Search Engine Optimization Intern, Charo Digital

Kathmandu, April 2021-August 2021

- Executed comprehensive on-page SEO strategies, resulting in a significant increase in organic traffic to key landing pages.
- Analysed ranking data and performance metrics, making data-driven adjustments
- Created SEO-optimized content, including blog posts, articles, and landing pages, contributing to an increase in user engagement and content shareability.

- Utilized SEO tools such as Google Analytics, SEMrush, and Ahrefs to track performance, uncover insights, and optimize campaigns
- Delivered technical support for website maintenance and troubleshooting, ensuring optimal performance and resolving issues promptly

CERTIFICATIONS

- Google IT Support Professional Certificate
- Foundations of Project Management (Google)
- AWS Fundamentals Specialization
- IELTS English Language Test Overall Score 8.0

PROJECTS

Multisensory Approach to Assess Physiological Changes During Biological Activation Task

January 2023 – August 2024

- Developed a comprehensive application for assessing physiological changes, integrating multi-sensor data from Electrocardiogram (ECG), Electrodermal Activity (EDA), and Functional Near-Infrared Spectroscopy (fNIRS).
- Leveraged advanced signal processing algorithms to accurately predict anxiety levels, enhancing the understanding of physiological responses during biological activation tasks.
- Conducted extensive data collection and analysis, ensuring the reliability and validity of research findings, and contributing to potential advancements in mental health diagnostics.

Travel Management System

June 2020 – February 2021

- Developed a robust travel management system using PHP, HTML, CSS, JavaScript, and MySQL, streamlining travel booking and management processes.
- Designed an intuitive user interface to enhance user experience, facilitating seamless navigation and interaction.
- Implemented database solutions to ensure efficient data storage and retrieval, improving overall system performance and reliability.
- Executed comprehensive testing and debugging to ensure the system met all functional and performance requirements, contributing to the successful completion of an academic project for a Bachelor of Science in Computer Science and Information Technology.

ADDITIONAL INFORMATION

Languages: Fluent- *English, Hindi, Nepali, Urdu* Beginner- *Portuguese*

Volunteering & Conferences:

- 15th International Conference on Disability, Virtual Reality & Associated Technologies, ICDVRAT Prague 2024
- 26th Annual CyberPsychology, CyberTherapy & Social Networking Conference (CYPSY26)
- CAN InfoTech Volunteer - Prabhu Pay

Awards:

- Mahatma Gandhi Scholarship Scheme (Embassy of India), Kathmandu, Nepal
- Merit Based Scholarship, College of Applied Business, Kathmandu, Nepal
- Erasmus Mundus Scholarship, University of Barcelona, Paris Cité University, Lusofona University