

# Cyber Smart Career Spotlight

BY ACTUA

# JHARANA LUITEL

SHE/HER

## Technical Specialist

I provide technical support and expertise for Microsoft's cybersecurity products and services. This role exists to help customers overcome technical challenges and achieve their goals using Microsoft's products and services. It's important because these products and services are widely used around the world, and technical specialists play a critical role in ensuring that they are reliable, functional and meet customer needs, which contributes to the overall success and reputation of Microsoft in the marketplace. As a technical specialist, I have to keep learning new things all the time. This was a surprising revelation to me as I began working in this role. It's like being a superhero who has to learn new powers and use them to help people in need.

CYBERSECURITY

actúa



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## **Describe your career path:**

As a child, I was drawn to finance and accounting because my father is an accountant. I was always interested in math and numbers, and this led me to pursue further knowledge in STEM. I intended to pursue a post-secondary degree in business administration but soon realized my true passion was computer science, so I changed my major and completed my bachelor's degree in computer science, with a minor in business administration. As well, my lifelong passion for dance has contributed to my career path because it helped me develop the ability to quickly learn new choreography, observe different styles and master new dance steps. It made me more adaptable and quicker to learn, which has translated well into my studies of computer science.

## **What challenges have you faced and overcome in your career?**

In my role each day is unique and filled with a variety of tasks, particularly engaging with customers. One of the biggest challenges I faced was stepping out of my comfort zone and being comfortable with communicating with customers, particularly in situations where I didn't have all the answers. Although I'm still working on improving this aspect of my role, I have made progress and continue to grow with the help of the amazing team I am part of. To further excel in my role at Microsoft, I have had to focus on developing various soft skills such as effective communication, organization skills and interpersonal abilities. In addition, I had to continuously work on honing my technical skills by learning about cybersecurity products and solutions offered by Microsoft.

## **What advice would you give youth about their future career paths?**

Invest time in attending conferences and networking events, which offer a diverse range of sessions, workshops and keynote speeches delivered by industry experts and professionals. By actively participating in these sessions, you can learn about the latest trends, emerging technologies and best practices in your desired field. This knowledge and insight can be invaluable in shaping your career aspirations.

## **Why does diversity and representation matter in cybersecurity matter?**

I identify as a member of an underrepresented community in the tech field. Specifically, I am a woman from Nepal. Diversifying the tech field is crucial as it brings unique perspectives. It fosters innovation, enhances accessibility and creates a positive work culture. To achieve this, we must provide opportunities, challenge biases and promote inclusivity. Embracing diversity helps the industry reach its full potential and address the needs of a diverse society.