

AKSHAY PATEL

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PROFESSIONAL SUMMARY

Network Routing and Switching | Vulnerability and Threat Assessment

With strong problem-solving and analytical skills, Dynamic IT professional with 2 years in Network Administration and 1 year in System Administration. Currently pursuing CompTIA Security+ certification to advance expertise in cybersecurity. Proven ability in troubleshooting, system enhancements, and network operations. Eager to apply practical experience and passion for cybersecurity as a Junior Cybersecurity Analyst.

TOP SKILLS

Cybersecurity

Currently pursuing CompTIA Security+ certification alongside the Junior Cybersecurity Analyst course provided by Cisco's official platform, which also prepares me for Cisco CCST Cybersecurity certification.

Computer Networking

Employed as a Network Administrator at the renowned electronic store, JB Hi-Fi, in Australia for 2 years. Successfully managed the network infrastructure for two branches, each equipped with more than 20 workstations.

Communication

Employed full-time for more than five years across multiple companies in Australia as a Customer Service Representative, consistently delivering outstanding performance. Recognized as Employee of the Month three times for exceptional achievements.

PROFESSIONAL EXPERIENCE

Network Administrator

Green Light Worldwide Pvt. Ltd. | Hobart, TAS Australia | Mar 2021 – Feb 2023

- Configured routers, switches, firewalls, and other hardware to deploy and manage LAN, WAN, and wireless networks.
- Monitored system performance to promote network speed, availability, and reliability using packet sniffers and Splunk/SIEM tools.
- Corrected network faults and malfunctions to restore connectivity to individual users and entire facilities.
- Researched and recommended network equipment and peripheral devices.
- Assisted clients and employees by explaining how to properly use network equipment.
- Conducted scheduled maintenance during non-peak hours for uninterrupted service.
- Performed tests on newly installed hardware and software to provide components that interface correctly with each other and the network.

Skills Developed:

Network Configuration | Network Performance Analysis | Technical Support and Troubleshooting | Network Maintenance and Repair | IP Addressing and Subnetting | TCP/IP concepts | DNS/DHCP Server Concepts | Disaster Recovery Planning | Equipment Installation | Linux Environment | Cisco Packet Tracer | Packet Sniffers – Wireshark

IT Systems Administrator

Absolute I.T. / Sunshine Coast, QLD Australia / Nov 2019 – Dec 2020

- Set up user accounts, permissions and passwords and defined network policies and procedures.
- Created configuration guides for deploying new desktops, laptops, and mobile devices.
- Supported, configured, maintained, and upgraded customer networks and in-house servers.
- Automated repetitive administrative tasks to shorten work times and reduce required personnel.
- Generated reports outlining network performance, costs, and downtime issues.
- Maintained cloud-hosted and on-site servers by applying appropriate patches and monitoring hardware health.

Skills Developed:

Microsoft Active Directory | IP Addressing and Subnetting | DHCP/DNS | Office 365 Administration | Windows Server 2016-2019 | Group Policy Management | Mailbox Migrations | Permissions and Access Control | Cloud Computing | Spam Elimination and Prevention | Router Installation and Optimization | PowerShell | System Updates and Improvements | Hardware Installation | Performance Monitoring and Optimization | Data Backup | Windows 10/11/ Linux/CentOS/Ubuntu

Junior Java Developer

Softvan Pvt Ltd / Ahmedabad, GUJ India / Apr 2015 – May 2016

- Gathered and analyzed functional requirements to convert them into technical requirements.
- Obtained and evaluated information on hardware configuration costs, reporting requirements and security needs.
- Contributed to requirements gathering and design development meetings.
- Conducted full lifecycle software development from planning to deployment and maintenance.
- Coordinated system installations, testing and code corrections.
- Analyzed code and corrected errors to optimize output.
- Programmed applications and tools using object-oriented languages with code abstraction, stability, and reuse goals.

Skills Developed:

WordPress, Java, JSP | JavaScript, XHTML, CSS | Microsoft SQL Server, MySQL Object-Oriented Programming | Data Structures and Algorithms | Web Programming | ITIL | Data Storage and Retrieval | Software Components and Libraries | Usability and Accessibility | Debugging and Troubleshooting | Software Deployment

OTHER WORK EXPERIENCE

Pharmacy Assistant

Almonte Pharmacy and Health Centre | Almonte, ON Canada | Sep 2023 – present

Automotive Service Advisor

Majorel | Waterloo, ON Canada | Jun 2023 – Sep 2023

Customer Service Representative

7-eleven | Sunshine Coast, QLD Australia | Sep 2016 – Dec 2019

EDUCATION

Master of Engineer – Information Technology

Charles Sturt University | Brisbane, QLD Australia | Jun 2016 – Jun 2018

Bachelor of Engineer – Information Technology

Gujarat Technological University | Ahmedabad, Guj India | Jun 2010 – Jun 2014

SKILLS DEVELOPMENT TRAINING/ CERTIFICATIONS

CompTIA Security+ SY0-701 – Self-study Preparing.

Open Source material | Pearson CompTIA Security+ SY0-701 Course

Networking Devices and Initial Configuration – Self-study Completed.

Cisco Networking Academic

Networking Basics – Self-study Completed.

Cisco Networking Academic

Cybersecurity Essentials – Self-study Completed.

Cisco Networking Academic

SOFT SKILLS

Active Listening | Adaptability | Critical Thinking | Decision-making | Problem-solving | Teamwork | Time Management | Empathy | Flexibility | Excellent Phone Etiquettes | Self-motivated | Leadership | Troubleshooting | Communication | Multitasking and Prioritization

VISA STATUS

Authorized to work in Canada on an Open Work Permit, with a focus on pursuing Permanent Residency status.

AVAILABILITIES

Full-time Mon- Fri (Available Weekends if needed) | Actively job searching.

REFERENCES

Available on request