AKSHAY PATEL

Vision: Enhancing system reliability and security today while preparing to combat tomorrow's cyber threats.

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PROFESSIONAL SUMMARY

Windows System and Network Administrator with 1 year of experience in IT infrastructure, network security, and system administration. Skilled in monitoring and maintaining servers, deploying patches, and ensuring endpoint security using SentinelOne EDR. Skilled in N-able Cove, Veeam Backup, M365 administration, and ConnectWise. Certified in CompTIA Security+ and Microsoft Data Analyst Associate (PL-300), with strong problem-solving skills and a focus on optimizing systems, safeguarding data, and delivering reliable IT support.

PROFESSIONAL EXPERIENCE

Windows System and Network Administrator

Internal Office Solutions Inc | Ottawa, ON, Canada | Sept 2024 – Present

- Maintain and troubleshoot LANs, WANs, workstations, and Internet connectivity using N-able, Unifi Controllers, and AV Defender.
- Manage backups with N-able Cove and Veeam, ensuring data integrity and disaster recovery readiness.
- Secure endpoints with SentinelOne EDR and apply updates via N-able Patch Management.
- Provide remote and onsite IT support using N-able Take Control, Quick Assist, and hardware/network troubleshooting.
- Administer M365, including user accounts, licenses, email setup, and security audits.
- Monitor system and network performance, perform routine operations, and enforce security controls.
- Use ConnectWise for ticketing, documentation, and process tracking.

Skills Developed:
Network Administration | Endpoint Security | Backup and Recovery Operations | Patch Management | M365 Cloud Solutions | N-able Tools (Take Control, Cove Backup, Patch Management) | SentinelOne EDR | Disaster Recovery Planning | Security Audits | Technical Troubleshooting | Effective Communication | Process Documentation | ConnectWise Expertise | Unifi Controllers | Hardware Troubleshooting | Firewall Configuration | Remote IT Support.

Network Engineer

Green Light Worldwide Pvt. Ltd. | Hobart, TAS, Australia | Oct 2021 – Nov 2022

- Monitored and maintained network performance by configuring and managing routers, switches, and firewalls, resulting in a 25% increase in network reliability and a 30% reduction in downtime within 3 months.
- Corrected network faults and malfunctions, restoring connectivity for over 100 users and facilities within an average resolution time of 4 hours.
- Provided technical support to end-users, resolving 95% of connectivity issues and network access problems within 24 hours.
- Maintained detailed documentation of network configurations, changes, and maintenance activities, updating records within 24 hours of changes.

Skills Developed:

Network Configuration | Network Performance Analysis | Hardware Management | IP addressing | VPN knowledge | Root Cause Analysis | Technical Support | Effective Communication | Nessus Vulnerability Scan | Malware Analysis | Cyber Kill Chain Framework | Git/GitHub | Python Automation | DNS/DHCP System | Disaster Recovery Planning | Wireshark | Nmap.

IT Systems Administrator- Internship

Absolute I.T.| Sunshine Coast, QLD, Australia | Nov 2019 – Mar 2020

- Automated Active Directory administration tasks using PowerShell, leading to a 30% increase in efficiency for user account maintenance and deployment over a 3-month period.
- Maintained cloud-hosted and on-site servers by applying patches and monitoring hardware health, leading to a 20% improvement in system uptime and performance over 2 months.
- Applied Burp Suite for comprehensive web app security testing, identifying and mitigating SQL injection, XSS, CSRF, and auth bypass vulnerabilities, improving web app security posture by 30% within 1 month.

Skills Developed:
Microsoft Active Directory | Burp Suite Scanner | SQLi | XSS | CSRF | Office 365 Administration | Azure Active Directory | Windows Server 2016-2019 | Permissions and Access Control | Spam Management | Shell/PowerShell Scripting

Junior Java Developer

Softvan Pvt Ltd | Ahmedabad, GUJ, India | Aug 2014 – Mar 2016

- Analyzed and translated functional requirements into technical specifications, improving project clarity and execution.
- Evaluated hardware costs and security needs, optimizing budget allocation and enhancing system security.
- Managed full lifecycle software development, ensuring efficient planning, deployment, and maintenance.

OTHER WORK EXPERIENCE

Pharmacy Assistant

Almonte Pharmacy and Health Center | Almonte, ON, Canada | Sept 2023 – Present

Automotive Service Advisor Level 2

Majorel Canada Inc. | Waterloo, ON, Canada | May 2023 – Aug 2023

Customer Service Representative

7-Eleven Australia | Sunshine Coast, QLD, Australia | Oct 2016 – Sept 2018

EDUCATION

Master of Engineer – Information Technology (Network and Security Specialisation)

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

CERTIFICATION AND SELF-STUDY

- Microsoft Certified: Data Analyst Associate
  Microsoft | Issued On: Aug 2025

- CompTIA Security+ SY0-701
  CompTIA | Issued On: Aug 2024

- Network Scanning with Zenmap (Nmap)
  IBM | Issued On: Jun 2024
  Relevant Skills: Zenmap, Nmap, Threat Detection, Vulnerability Scanning

- Networking Basics (CCNA Equivalent)
  Cisco Networking Academy | Issued On: Oct 2023
  Relevant Skills: Cisco Packet Tracer, OSI Network Protocols, TCP/IP, Network Troubleshooting

Cybersecurity Enthusiast and Content Creator
Self-Learning | Ottawa, ON, Canada | Apr 2023 – Present

TryHackMe Practitioner
Actively working on SOC 1 and Junior Penetration Tester career paths to enhance practical skills in cybersecurity. Engaged in hands-on labs and real-world simulations to develop expertise in security operations and penetration testing.

Cybersecurity Projects
- Conducted comprehensive Nessus vulnerability scans in a home lab environment to identify and mitigate security threats, enhancing overall network security posture.
- Implemented an Intrusion Detection System (IDS) and Intrusion Prevention System (IPS) using Snort in a home lab, effectively detecting and preventing potential security breaches.
- Monitored and responded to failed logon attempts in a honeypot environment using Azure Sentinel (SIEM). Enhanced security by analyzing and mitigating potential threats.

Developed a Python script repository for penetration testers, automating tasks like SSH brute force, directory enumeration, network scanning, and hash cracking.