

# Mayank Sajwan

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## PROFESSIONAL SUMMARY

ICT graduate with hands-on experience in systems analysis, secure data pipelines, cloud platforms, and compliance-aware system design. Experienced in requirements gathering, process mapping, systems integration, and analytics through university and industry-linked projects. Strong foundation in cybersecurity, transaction data analysis, anomaly detection concepts, and audit-ready documentation. Seeking to contribute to secure, regulated environments in financial services and healthcare.

## TECHNICAL SKILLS

<b>End-User &amp; Desktop Support</b>	• Windows 10/11, Level 1–2 support, incident triage & escalation
<b>Microsoft &amp; Collaboration Tools</b>	• Microsoft 365 (Teams, Outlook, SharePoint), Intune
<b>Systems &amp; Identity</b>	• Active Directory fundamentals, Oracle VM, Citrix (familiar)
<b>IT Service Management</b>	• ITIL concepts, ticketing workflows, remote support (TeamViewer)
<b>Cloud &amp; Infrastructure</b>	• AWS Console: EC2, S3, Athena, Glue (monitoring, provisioning, cost support)
<b>Applications &amp; Data</b>	• Sierra Library System, REST APIs, SQL/MySQL, data validation
<b>Security &amp; Analytics</b>	• Digital forensics basics and Hack The Box

## PROFESSIONAL EXPERIENCE

### Get2Know

Sep 2023 - Dec 2023

#### AWS Cloud Engineer

- Supported and maintained AWS services including EC2, S3, Athena, and AWS Glue, ensuring system availability and performance.
- Provisioned and monitored cloud resources, investigated issues, and resolved service-related incidents.
- Implemented basic cost-optimisation and documented configurations and operational procedures.

### Victoria University - Library

Jan 2024 - Present

#### Digital Assistant

- Provided support for Microsoft Teams, Outlook, and SharePoint, resolving user issues.
- Supported Sierra Library System, troubleshooting access and workflow problems.
- Delivered customer-focused support in a high-volume service environment.

## PROJECTS

### GroupTag (RMIT project)

Dec 2023 - Mar 2024

#### Full Stack Developer

- Supported and maintained a university student engagement platform integrated with LMS systems (LTI Advantage).
- Built and troubleshoot RESTful APIs and automated LMS workflows, improving system reliability.
- Produced documentation and supported stakeholders with system onboarding.

### SummerTech, Project Mountoken

Jan 2024 - Oct 2024

#### Blockchain Developer

- Supported platform feature deployment and improved site usability through navigation enhancements.
- Worked with blockchain-based components and followed structured development and project workflows.

### Smart Foot traffic (Vic Uni & Maribyrnong Council Project)

Feb 2025 - June 2025

#### Machine Learning Developer

- Supported a real-world analytics system, performing data quality checks, dashboard updates, and issue resolution.
- Delivered reliable reporting for council stakeholders.

## EDUCATION EXPERIENCE

### Bachelor of Cybersecurity

Feb 2023 - Oct 2025

Majors: Digital forensics, Ethical hacking  
Victoria University

## EXTRACURRICULAR ACTIVITIES

**Victoria University Student Union**

**Nov 2024 - Nov 2025**

**President**

- Led the strategic direction and daily operations of a student union, advocating for a constituency of over 40,000 students.

**Victoria University - Student Life**

**Feb 2024 - Dec 2024**

**LEAD Assistant**

- Planned and executed diverse campus events and workshops to enhance student engagement and enrich the university experience.

**Victoria University - Learning Hub**

**Jan 2024 - Nov 2025**

**Student Mentor**

- Provided peer mentorship, guiding fellow students in navigating university resources and academic processes.

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## REFERENCES

**Prof. Adam Shoemaker** - Vice Chancellor @ Victoria University - +61 399 194 010

**PariSima Nassirnia** - Executive Officer @ VU Student Union - +61 466 825 004

**Joya Yadav** - DTS technical support Officer @ Western Health - +61 449 939 026