

# HEPEE TRAMBADIYA

Melbourne, VIC

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## Summery

Enthusiastic IT professional with a strong foundation in technical support, problem-solving, and customer service. Passionate about technology and eager to start a career in IT.

Seeking to contribute to a dynamic team through a traineeship that offers hands-on experience and the opportunity to obtain a Certificate III in Information Technology.

Committed to delivering excellent support and learning from experienced professionals.

## Certifications

- **Introduction to Cybersecurity Tools & Cyber Attacks** – IBM, Melbourne, VIC
- **Penetration Testing, Incident Response and Forensics** – IBM, Melbourne, VIC
- **Google Cybersecurity** – Google, Melbourne, VIC

## Technical Skills

- **Programming Languages:** C, Python, C#
- **Operating Systems:** Linux, Kali Linux, Windows, Ubuntu
- **Tools & Technologies:** Bash, Nmap, Wireshark, SQL, Remote Support Tools
- **Help Desk Support:** Case management systems, ticket triage, 1st level troubleshooting

## Projects

### Social Engineering Attack - Site Cloning

[https://docs.google.com/presentation/d/1qg-JKj9mLaiNtNbiXdWCvSgjo-FVHikG8FwEzXuPA4o/edit#slide=id.g1f87997393\\_0\\_782](https://docs.google.com/presentation/d/1qg-JKj9mLaiNtNbiXdWCvSgjo-FVHikG8FwEzXuPA4o/edit#slide=id.g1f87997393_0_782)

- **Summary:** Developed and executed a social engineering attack using Kali Linux to create a cloning site, demonstrating vulnerabilities and raising awareness.
- **Role:** Sole author
- **Tools:** Setoolkit, Kali Linux

### Building Security Monitoring Environment

<https://docs.google.com/presentation/d/11KApDZrV5uxlO7TECG8txQymZKJoGUf8dvtTe4Bolgk/edit?usp=sharing>

- **Summary:** Created a monitoring system using Splunk to track and analyze cyber attack vectors and suggested mitigation strategies.
- **Role:** Group of 3
- **Tools:** Splunk

### Penetration Test Report

<https://docs.google.com/document/d/1d1WIK5dV4gG8xndlh2wFtgE0QQ3qJa6GJrBNX1k8I/edit?usp=sharing>

- **Summary:** Compiled a report on vulnerabilities in web applications, providing recommendations to enhance security.
- **Role:** Sole author
- **Tools:** Kali terminal, Burp Suite, Nmap, Metasploit

## Professional Experience

### Junior Business Technical Analyst

AIG Insurance, Melbourne, VIC  
2022

- Supported data collection and quality assurance across multiple Asia-Pacific countries.
- Consolidated and organized metadata using Excel, ensuring accurate and efficient data management.

### Customer Solution Specialist

The Probe (Remote), Melbourne, VIC  
2021 – 2022

- Provided exceptional customer service, managed COVID-19 related inquiries, and coordinated testing appointments.
- Demonstrated strong problem-solving skills and effective communication in a remote support environment.

### Supervisor

Bunnings, Melbourne, VIC  
2018 – Present

- Lead daily store operations, focusing on team leadership, customer satisfaction, and operational efficiency.
- Implemented inventory control measures, improving accuracy and reducing shrinkage.

## Education

### Cybersecurity Certificate

Monash, Melbourne, VIC

- Completed a 24-week intensive Boot Camp in cybersecurity, covering Wireshark, Kali Linux, Metasploit, and Burp Suite.

### Bachelor of Information Technology

Deakin, Geelong, VIC

- Studied programming, databases, networking, cybersecurity, web development, and software engineering with a focus on practical experience.