HINAL PATEL

CYBER SECURITY SPECIALIST

CONTACT

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PROFILE SUMMARY

Experienced IT professional specializing in Cyber Security and Information Technology, with a solid foundation in web development, customer service, and regulatory compliance. Adept at cybersecurity practices, programming, and network security. Strong problem-solving abilities, excellent communication skills, and proven teamwork capabilities. Seeking to contribute technical expertise and IT solutions in a dynamic company environment.

EDUCATION

Sep 2023 – Apr 2024
MOHAWK COLLEGE – HAMILTON, ON

- Cyber Security Analytics

Jan 2023 – Aug 2023
FANSHAWE COLLEGE – LONDON, ON

- Information Security Management

Jul 2018 – Jul 2022
LDRP ITR – INDIA

- Bachelor of Information Technology

SKILLS

- Cybersecurity Practices
- Web Development (HTML, CSS, JavaScript, PHP)
- Database Management
- Network Security
- IT Regulatory Compliance
- Problem-Solving & Troubleshooting
- Technical Communication
- Time Management
- Risk Assessment and Mitigation
- Incident Response and Threat Management

WORK EXPERIENCE

ESSO   OCT 2023 – PRESENT
Assistant Store Manager – Hamilton, ON

- Coordinated store layout adjustments and product displays, enhancing the overall shopping experience and increasing customer flow.
- Handled daily cash transactions with high attention to detail, ensuring precise financial reporting and smooth end-of-day balancing.
- Trained and mentored a team of 5 new employees, improving onboarding efficiency and team productivity by 20%.

ROYAL LOTTO   Jan 2023 – Oct 2023
Lottery Attendant – London, ON

- Assisted customers in understanding lottery rules and navigating the process, building trust and maintaining loyalty.
- Regularly conducted inventory checks for lottery tickets, preventing shortages and ensuring optimal stock levels.
- Collaborated with management to streamline lottery operations, reducing wait times and enhancing the customer experience.
- Accurately managed lottery ticket sales and payouts, ensuring compliance with provincial regulations and preventing fraud.

TEC GENIUS SOLUTIONS PVT. LTD   May 2021 – Dec 2022
Web Developer – India

- Developed custom websites for clients, focusing on intuitive navigation and user-friendly design to enhance visitor engagement.
- Resolved technical issues and debugged code efficiently, ensuring minimal downtime and quick fixes to keep sites operational.
- Continuously updated websites with new features and content, maintaining relevancy and functionality over time.