Manh Duc Nguyen (Duke)

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CO-OP WORK EXPERIENCE

***Cybersecurity and IT Risk Analyst**, Royal Bank of Canada*   Toronto, Ontario | *Jan 2024 – Aug 2024*

- Performed comprehensive access reviews (annual audits and role-based recertifications) for applications and servers to maintain secure, compliant controls that monitor, identify, and mitigate cyber threats.

- Developed and enforced security policies and robust access control frameworks aligned with ISO 27001, NIST, and CIS standards—leveraging advanced tools (EDR, IDS/IPS, PAM, SIEM, vulnerability scanners) to enhance threat detection and risk management.

- Collaborated with tech teams to deploy and integrate security solutions, reducing unauthorized access (e.g., Printing Services) and updating lifecycle statuses of outdated applications.

- Analyzed IT risk trends using Archer data, presenting actionable recommendations to GAM Tech Management and providing detailed documentation to support audit compliance.

- Led Business Impact Analysis (BIA) sessions with senior management to define critical processes and recovery objectives, bolstering business continuity and disaster recovery.

***IT Security and Risk Analyst**, City of Brampton*   Brampton, Ontario | *May 2023 – Dec 2023*

- Led security incident responses and mitigated risks in line with ISO 27001, NIST, and CIS Controls by monitoring and addressing corporate device vulnerabilities using Microsoft Defender for Endpoint API.

- Automated key processes with PowerShell (including ServiceNow offboarding ticket processing) to improve efficiency and support secure IT practices.

- Managed employee onboarding and device configuration for Defender integration, assisting in the deployment of security solutions.

- Directed a targeted phishing campaign, analyzing trends via Power BI to enhance security awareness and deliver targeted training.

***Information System Technician**, Ministry of Natural Resources*   Peterborough, Ontario | *May 2022 – Aug 2022*

- Compiled, cleaned, and merged data reports from multiple sources to resolve discrepancies and ensure data integrity.

- Analyzed and optimized data storage with Advanced Find queries, uncovering insights to improve system performance and support IT security controls.

- Refined database structures by eliminating redundant elements, enhancing efficiency and reducing potential risks.

- Resolved a significant SharePoint issue by organizing over 500 communication records, improving data accuracy and bolstering IT security for new applications.

- Documented key data elements for MFTIP and CLTIP programs, contributing to the effective review and development of IT security measures.

CORE COMPETENCIES

Certifications: **Associate of ISC2 (passed CISSP)**, **Certified in Cybersecurity (CC)**

Technical Skills: ITIL, Excel, PowerPoint, ServiceNow, Jira, Archer, Wireshark, PowerBI, Bash, Python, SQL, Sentinel, Knowledge of Defense in Depth and Zero Trust Models, Microsoft Defender for Endpoint

EDUCATION

Toronto Metropolitan University   Toronto, Ontario | *Sep 2021 – May 2025*
Bachelor of Science (Honours), Computer Science Co-op: CGPA 3.95