Duke Nguyen

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EDUCATION

Toronto Metropolitan University   **Toronto, ON, Canada**
Honours Bachelor of Science, Computer Science   *Expected Apr 2025*

SKILLS & TOOLS

Python (NumPy, Pandas), Java, Spring, PostgreSQL, ReactJS, HTML, CSS, Docker
ISC2 Certified in Cybersecurity (CC)

WORK EXPERIENCE

RBC Global Asset Management   **Toronto, ON, Canada**
Cybersecurity and IT Risk Analyst   *Jan 2024 – Aug 2024*

- Database User Extraction, Database User Permissions Cleaning
- Held meetings with senior management and conducted Business Impact Analysis
- Regional Regulatory and Compliance Admin, Integrated IT Portfolio Management (IIPM) Elevated Access
- Updated the RCV field for 313 GAM-US apps in IIPM.
- Added GAM US to the Regional Compliance section on 313 applications on IIPM.
- Applications Access Review

City of Brampton   **Brampton, ON, Canada**
IT Security and Risk Analyst   *May 2023 – Dec 2023*

- Conducted security incident response and risk mitigation steps per ISO 27001, NIST, and CIS Controls.
- Queried data using the Microsoft Defender for Endpoint API to monitor corporate device vulnerabilities.
- Used PowerShell to automate offboarding tickets on ServiceNow.
- Onboarded new employees using AD Manager Plus and Ivanti Cloud tickets.
- Authored an Excel Spreadsheet listing devices and their configurations that need to be onboarded to Defender.
- Spearheaded a phishing campaign in July 2023 through Defender for Endpoint.
  Created Power BI reports that illustrated a downtrend in phished employees and an uptrend in reported cases.
- Reported to senior management about third-party application patches for all server endpoints.
- Identified software vulnerabilities on non-server endpoints and followed up with the owners for remediation actions.
- Developed an automated process to remove Oracle Java due to increased subscription prices.

Ontario Ministry of Natural Resources and Forestry   **Peterborough, ON, Canada**
Information System Technician   *May 2022 – Aug 2022*

- Used Advanced Find queries to analyze usage patterns and data storage, distinguishing default-populated fields from essential ones. Conducted targeted data extraction with Advanced Filter.
- Composed data reports through analysis of files, papers, and zoning maps.
- Followed up with MFTIP applicants if documents were absent from the designated folder.
- Integrated overlapping plans in InfoPath and Master Client File spreadsheets using VLOOKUP.
- Merged and cleaned data from different sheets – InfoPath, Master Client File, SharePoint, and 2019 Master List.
- Solved an issue in SharePoint dated back to 2016 – duplication of Communications History Records.
  Sorted, combined, and cleaned more than 500 plans.
- Reviewed the 'Physical data model' and 'Physical data model diagram' to dissect the database structure, identifying elements for MFTIP that were unnecessary for CLTIP.

PERSONAL PROJECT

Managementsimple_2.0: https://immensehorse.github.io/Managementsimple_2.0/
This is a website (cross-browser development) for inventory and employee management with CRUD functionalities.

- Hand-coded all components and employed Git and GitHub for efficient version control.
- Utilized mockAPI for Restful API web services and Bootstrap for user interface enhancement.