

Duke Nguyen

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WORK EXPERIENCE

Cybersecurity and IT Risk Analyst, Royal Bank of Canada

Toronto, Ontario | Jan 2024 – Aug 2024

- Performed **access reviews** for applications and servers, including annual **audits and role-based recertifications**, adjusting privileges as needed to ensure secure and **compliant access controls**.
- Established **access control policies**, removing unnecessary permissions, and reducing potential security vulnerabilities.
- Collaborated with tech infrastructure to reduce unauthorized access to **Printing Services**.
- Analyzed **IT risk trends** of RBC GAM from data in **Archer**. Delivered **PowerPoint presentations** to GAM Tech Management, informing security practices and enhancing risk mitigation strategies.
- Provided auditors with detailed **ActiveBatch change reports** and comprehensive documentation, facilitating compliance with **audit requirements**.
- Updated the **lifecycle status** of outdated applications and conducted access reviews for PH&N Data Centre.
- Led **Business Impact Analysis (BIA) sessions** with senior management, defining critical business processes and establishing **recovery time objectives (RTO)** to strengthen business continuity and disaster recovery capabilities.

IT Security and Risk Analyst, City of Brampton

Brampton, Ontario | May 2023 – Dec 2023

- Led security **incident responses** and mitigated risks in alignment with ISO 27001, NIST, and CIS Controls.
- Proactively monitored and mitigated **corporate device vulnerabilities** using **Microsoft Defender for Endpoint API**, reducing potential exposure by reporting on critical patches for server endpoints.
- Automated key processes with **PowerShell scripts**, including **ServiceNow offboarding ticket processing**, to improve efficiency and reduce manual effort.
- Managed **employee onboarding** and configured corporate devices for Defender integration.
- Directed a **phishing campaign** for city corporate employees, **analyzing trends and presenting insights** via **Power BI** to enhance security awareness and guide targeted training initiatives

Information System Technician, Ministry of Natural Resources

Peterborough, Ontario | May 2022 – Aug 2022

- Compiled, cleaned, and merged **data reports** from multiple sources, resolving longstanding **data discrepancies**.
- Analyzed and optimized **data storage** and usage with **Advanced Find queries**, discovering critical insights.
- Refined **database structures** by eliminating unnecessary elements, improving **system efficiency**.
- Resolved a significant **SharePoint** issue by sorting and cleaning over **500 communication history records**, enhancing data accuracy.
- Ensured **complete documentation** for MFTIP applicants and differentiated key data elements in the 'Physical Data Model' to support efficient data access for MFTIP and CLTIP programs.

CORE COMPETENCIES

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

Technical Skills: Excel, PowerPoint, ServiceNow, Archer, PowerBI, VBA Macros, Python (Pandas, Scikit-learn, Keras), SQL, PowerShell, Microsoft Defender for Endpoint, Perl, PHP, ReactJS, jQuery

EDUCATION

Toronto Metropolitan University

Toronto, Ontario | Sep 2021 – May 2025

Bachelor of Science (Hons), Computer Science Co-op

CGPA 3.95