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integrate security solutions, reducing unauthorized access (e.g., Printing Services) and updating lifecycle statuses of outdated applications.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 management 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

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

Technical Skills: ITIL, Excel, Word, PowerPoint, Agile development methods, CyberArk, ServiceNow, Jira, Archer, Wireshark, PowerBI, Python, PowerShell, Java, SQL, UNIX, Sentinel, SIEM, Next Gen Anti-virus/EDR, AI Threat Intelligence, Microsoft Defender for Endpoint, OWASP

EDUCATION

Toronto Metropolitan University   Toronto, Ontario | *Sep 2021 – Apr 2025*
Bachelor of Science (Honours), Computer Science Co-op: Graduate with Distinction