

# Duke Nguyen

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## EDUCATION

Toronto Metropolitan University  
Honours B.Sc. in Computer Science (Co-op), CGPA 3.95

Toronto, ON  
Sep 2021 – May 2025

## 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

## EXPERIENCE

### Cybersecurity and IT Risk Analyst

Jan 2024 – Aug 2024

Royal Bank of Canada (RBC) – Global Asset Management Inc.

Toronto, ON

- 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 resolve outstanding Print Risk Report issues, reducing unauthorized access.
- 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- Updated the lifecycle status of outdated applications and conducted access reviews for PH&N Data Centre.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

May 2023 – Dec 2023

City of Brampton Corp

Brampton, ON

- 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 new employee onboarding and configured corporate devices for Defender integration, enhancing device security configurations.
- 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

May 2022 – Aug 2022

Ontario Ministry of Natural Resources Corp

Peterborough, ON

- Analyzed and optimized data storage and usage with Advanced Find queries, streamlining access to critical insights.
- Compiled, cleaned, and merged data reports from multiple sources, resolving longstanding data discrepancies.
- Refined database structures by eliminating unnecessary elements, improving system efficiency and storage space.
- 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.