

Mantek Singh Kaura

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Work Experience

- **Analyst, IT Support** Deloitte (02/2024 - Present)
 - Ranked 1st as per Metrics/Performance in Canada, Chile, USI (India), usually in the Top 3.
 - Resolved an average of 400+ issues per month with 100% CSAT (Customer Satisfaction) and in accordance with SLA.
 - Working on projects for upcoming IT changes in Deloitte CA/CL with Senior Management while assisting in ticket queues.
 - Assisted in resolving 10+ major incidents within SLA.
 - Reported 3+ technical flaws in implemented technologies to relevant stakeholders.
 - Independently managed all AV and Meeting room technology for the Halifax office.
 - Solely managed all IT assets (laptops, phones, ...) for the Halifax office.

Education

- **Computer Engineering Technology** Seneca Polytechnic (01/2020 - 08/2022)
 - President's Honour List (4 GPA) - Awarded

Personal Achievements and Targets

- Targeting the Top 1% globally on TryHackMe (THM) and Hack The Box (HTB).

Certifications

- CompTIA PenTest+

Technical Skills

Spoken Languages: English, French.

Programming & Scripting: Python, C/C++, JavaScript, PHP, Bash/Shell, PowerShell.

Tools & Technologies: Metasploit, Burp Suite, Nmap/Zenmap, Zmap, Wireshark, OWASP ZAP, Nikto, Aircrack-ng, SQLMap, John the Ripper, Gobuster, Hydra, Hashcat.

Operating Systems: Kali Linux, Parrot Security OS, BlackArch, Windows, IOS, Android.

AWS Cloud: EC2, S3, RDS, VPC, IAM, Lambda, CloudFormation, CloudWatch, Elastic Beanstalk, API Gateways.

Azure Cloud: Azure VM, Azure Blob Storage, Azure SQL Database, Azure Functions, Azure Active Directory, Azure Kubernetes Service, Azure Virtual Network, Azure DevOps.

DevOps: Docker, Kubernetes, Jenkins, Terraform, Git.