

# Pankil

## IT Support Analyst

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## PROFESSIONAL SUMMARY

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- Dedicated **IT Support Analyst** with nearly **3.5 years of experience** with expertise in network administration, security analysis, and technical support. and **CompTIA A+** certified, with a proven track record in strengthening **Network security** and ensuring **compliance** with industry standards. Strong collaborator with a track record of enhancing **IT infrastructure** and supporting company-wide technical initiatives.
- Solid knowledge of **information security** principles, best practices, and policies, including **vulnerability assessment** and implementation of **security controls**.
- Effective collaborator and communicator with a proven ability to streamline **IT support operations**, reduce incident resolution times, and enhance documentation for operational efficiency.

## SKILLS

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- **Languages:** JavaScript, Java, Python, MySQL, Kotlin, HTML, CSS, JSON, Linux bash.
- **Software:** CISCO Packet Tracer, MS Office 365, VMWare, Active Directory, ServiceNow, PowerShell, Wireshark.
- **Networking:** Proficient in Layer 1, 2, 3 networking protocols. Routing and switching configuration (CCNA level), LAN / WAN, TCP/IP, VPN, VLAN, DHCP, DNS and subnetting, PCAP Analysis.
- **Network Traffic and Security Analysis:** tcpdump, Tshark, NetworkMiner, Wireshark, EDR, Nmap, Firewall, IDS/IPS, Anti-Virus.
- **Security:** Threat Hunting, Security Frameworks (NIST, ISO 27001, MITRE ATT&CK), Technical Report Writing.
- Strong knowledge of **cloud computing**, macOS, iOS, Windows, and Android operating systems, as well as hardware components including SSDs, HDDs, RAM, CPUs, and GPUs.

## WORK EXPERIENCE

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### Technical Support Specialist

Nov 2022– Present

Client: wynshop, CA

- Resolved an average of 30 tickets per week, ensuring streamlined client support operations by ServiceNow, reducing average ticket resolution time by 30%.
- Developed and maintained documentation for IT procedures, reducing onboarding time for new team members by 25%.
- Upgraded and prepared 50 workstations with the necessary software, addressed technical issues resulting in improved workflow.
- Collaborated with the IT team to meet quarterly targets, achieving 100% of goals, solved technical issues efficiently, improving user satisfaction by 20%.
- Collaborated with senior IT specialists in resolving technical issues, contributing to a 10% increase in efficiency.
- Improved technical skills by participating in 12+ IT training sessions during ongoing development initiatives.

### IT Analyst Intern

May 2021– Sept 2022

Moxa soft Software Solutions, IN

- Installed and configured 50+ networking equipment including routers, switches, firewalls, and other hardware to ensure reliable network connectivity.
- Implemented security measures to network infrastructure, reducing vulnerabilities by 40% from unauthorized access and cyber-attacks.

- Contributed to design and plan network infrastructure aligned with organizational requirements, supporting 1000+ users with scalability for future growth.
- Maintained network uptime at 99.9% by monitoring performance, troubleshooting and resolving technical issues promptly.
- Achieved regulatory compliance by enforcing network policies, supporting secure data transmission, resulting in 100% audit pass rate.

## PROJECTS

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- Food Waste Management Platform** [↗](#) | Java, Servlets, JSP, MySQL, Apache, Tomcat Apr 2024
- Developed a platform that reduced food wastage 30% annually by **facilitating collaboration** improving community involvement by 35%, Improved security and scalability by 45% by implementing **MVC model, SQL injection prevention** and DAO patterns.

## EDUCATION

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**Computer Programming** | *Algonquin College* [↗](#) 2024 Ottawa, CA

## CERTIFICATIONS

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- **Cisco Certified Network Associates (CCNA)** [↗](#) Oct 2024
- **CompTIA A+ Certified**[↗](#) Oct 2024
- **AZ-900: Microsoft Azure Fundamentals** [↗](#) (Udemy).
- The Linux Command Line [↗](#) ( *Udemy*), **Google** IT Support Fundamentals [↗](#).