Professional Profile

Emerging cybersecurity practitioner with hands-on technical support background, exposure to defence frameworks, and strong interest in penetration testing and risk assurance. Skilled in Active Directory, Entra ID and can deploy and migrate AD to Entra ID, VLAN configuration, and minimizing downtime in clinical and enterprise settings.

Technical Proficiency:

Cybersecurity Skills:

Ethical Hacking, Malware Analysis, Wireshark Analysis, Nmap, Nesus and Open VAS

Vulnerability Assessment, Google Dorking

Anatomy of Ransomware and Mitigation Techniques

Certifications:

Cisco Certified Network Associate (CCNA) - Routing and Switching

ITIL Certification - IT Service Management (Attended)

Cyber Security Training and Internship – Oeson Learning 2025

Operating System & Tools:

Linux, Ubuntu, Windows (8/10/11), MacOS

Microsoft Office Suite, MS Project, Notepad++

PuTTY, Cisco Packet Tracer

Citrix

Programming Languages:

Python, JavaScript, Java, HTML, CSS

Networking & System Administration:

Azure Active Directory management, VLAN configuration

Migrated Local AD to Entra ID making it Hybrid (Home Lab)

Network monitoring, device configuration, and maintenance

Hands-on experience with Cisco phones, switches, and firewalls

Experience with TCP/IP and Layer 2 and 3 switching

Soft Skills

Collaboration, Teamwork, Kindness, Respect, Integrity, innovation, and passion

Professional Work Experience

End User Support Technician, Boeing Australia, Tullamarine   18th August 2025 - Present

Provide on-site and remote IT support for 20+ users across warehouse and office environments, resolving hardware, software, and network issues to minimise downtime.

Troubleshoot and configure networked Xerox printers on networks, including driver installations, print-server settings, and user access permissions.

Image and deploy laptops, performing PXE boot imaging for both loaner and new assets while ensuring adherence to corporate security policies.

Administer Active Directory accounts, creating, disabling, and updating user profiles and group memberships to maintain accurate access controls.

Conduct network diagnostics (ping tests, subnet checks, LAN cabling) to quickly isolate and escalate connectivity problems.

Maintained network and server stability by performing regular patching, cabling, and troubleshooting connectivity issues

Technical Support Officer, Barwon Health Victoria, Geelong,   Sept 2023- April 2025

Provided technical support for medical equipment, including annunciators, pagers, and Rauland handsets, reducing downtime by 90%.

Deployed and configured 100+ Windows workstations (Thin and Thick Clients) across multiple departments, including laptops, ensuring optimal performance.

Supported Windows operating system (Windows 10 and 11), reducing the downtime by 95%

Configured and troubleshoot Citrix, diagnosed issues related to Citrix not connecting to the server

Configured and deployed 30+ CISCO phones, 5+ network switches, and firewalls, establishing secure and reliable communication channels.

Maintained network and server stability by performing regular patching, cabling, and troubleshooting connectivity issues.

Supported 50+ WiFi installations, project coordination, and network deployment, contributing to seamless IT infrastructure improvements.

Customer Support Officer, SWARH, Geelong,   Mar 2023 – Sept 2023

Handled and resolved technical support tickets related to IT issues, ensuring prompt resolution and user satisfaction. Reducing downtime by 90%

Deployed and configured 50+ Windows workstations (Windows 10 / 11) (Thin and Thick Clients), optimizing system performance for end users. Used Intune and SCCM tools.

Supported Windows operating system (Windows 10 and 11), iOS, and Android OS, reducing the downtime by 95%

Implemented and configured CISCO phone systems, ensuring clear communication and reliable connectivity.

Monitored and maintained network and server health through systematic patching and cabling, reducing system downtime by 90%.

Performed Standard Operating Environment (SOE) imaging on workstations to maintain consistent system configurations. Installed 150+ workstations.

Delivered phone-based IT support and troubleshooting, addressing user issues efficiently and minimizing disruption.

Configured and managed devices and user accounts in Active Directory, streamlining access management.

IT Support, Southern Star Windows group of companies, Geelong,   Sept 2022 – March 2023

Addressed and resolved 500+ IT support tickets, diagnosing computer and network issues to maintain business continuity.

Configured and managed 75+ user accounts in Active Directory, streamlining role-based access control.

Supported Windows operating system (Windows 10 and 11), reducing the downtime by 95%

Submitted change requests and actively participated in approval meetings, ensuring smooth IT operations.

Monitored and maintained network stability, proactively addressing connectivity and performance issues.

Performed continuous network monitoring to detect and resolve connectivity issues, minimizing service interruptions.

Deployed and configured 20+ computer workstations and printers on the factory floor, enhancing operational efficiency.

Diagnosed and resolved Cisco network issues, restoring connectivity and maintaining consistent network performance.

Junior IT Analyst Intern, The Benevolent Society, Sydney,   June 2022 – Sept 2022

Closed tickets and resolved issues as requested

Created users in Active Directory, assigning roles and permissions to the users

Raised change requests and attended meetings for the approvals

Ensured customer satisfaction

Solved IT issues raised by clients, software not updating, applications malfunctioning, and applications not working as required.

Updated guides in Confluence and creating users on apps such as, Salesforce, intranet, Alayacare, NVM, TCM.

IT Support Intern, The Waves Group. Kathmandu, Nepal,   Sept 2016 – Aug 2018-

Deployed, imaged, and configured the SOE of Dell laptops

Supported customers using remote access technologies and by visiting client sites.

Worked closely with software suppliers to resolve operational issues.

Diagnosis of desktop, application, networking, and infrastructure issues.

Installed, maintained, and configured CC Cameras and Wireless Network.

Supported mobile phones, iPhones, and Windows operating systems.

IT Support Officer, Islington College. Kathmandu, Nepal,   Sept 2016 – Aug 2018-

Installed and maintained IT equipment, including printers, scanners, and workstations.

Supported customers using remote access technologies and by visiting client sites.

Worked closely with software suppliers to resolve operational issues.

Diagnosis of desktop, application, networking, and infrastructure issues.

Responsible for supporting: Windows, Microsoft Office, Windows Server, Windows Active Directory, MDaemon email Server, Backup products, Anti-Virus products, Ethernet, wireless router, and Firewall Configurations.

Education

Bachelor of Science (Hons.) - Computer Networking and IT Security Engineering

Institution: London Metropolitan University, UK

Duration: Feb 2015 – Dec 2018

Key Courses:

Fundamentals of Computer Networks, Internet Concepts and Web Design

Network Programming and Administration, Business Communication

Operating System Concepts, Malware Analysis, Ethical Hacking

Network and Security, CCNA 1 and CCNA 2

Setup home lab for Azure Active Directory (now Entra ID) and Virtual machines to practice Pen Test.

Knowledge of CVE and CWE, NMAP, SHODAN, Nesus.

References

Available upon request