

Avinash Nookala

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SKILLS

- Active Directory
- Group Policy
- End-user support
- Microsoft Technologies
- Security Management
- Incident Response
- Information security
- Virtualization technologies
- Network Security/Management
- Troubleshooting and Diagnostics
- Help desk operations
- Technical support
- System Administration
- Threat Management
- SIEM Tools
- IAM Policies
- Firewall Management

CERTIFICATION

- CompTIA A+
- CompTIA Security+

Dynamic and detail-oriented IT professional with expertise in system administration, technical support, and cybersecurity. Skilled in managing IT infrastructure, troubleshooting, and securing systems to ensure optimal performance and compliance. Adept at providing end-user support, implementing security best practices, and mitigating risks through proactive monitoring and incident response. Seeking a challenging role to leverage my skills in IT operations and cybersecurity to enhance organizational efficiency and resilience.

EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE

Paris Natural Foods, Sudbury, ON.

MAY 2023 - CURRENT

- Managed store records, generating reports on inventory levels and product sales.
- Provided exceptional customer service, identifying needs and recommending products.
- Troubleshoot system, network, and software (Smart Vendor) issues to ensure operational efficiency.

WEB DEVELOPER INTERN

Relamco, Sudbury, ON.

SEP 2024 - OCT 2024

- Developed initial versions of website pages using HTML, CSS, Bootstrap, Angular, and JavaScript.
- Improved client communication by implementing Google Workspace tools, streamlining collaboration.

CYBERSECURITY ANALYST INTERN

Children's Aid Society of Algoma, Remote

SEP 2023 - DEC 2023

- Configured and optimized Azure infrastructure, IAM policies, and firewall settings.
- Monitored critical incidents with Splunk, establishing improved response protocols.
- Provided technical guidance and security training for end-users to enhance policy compliance.

OFFICER/ZONAL IT SUPPORT / HELP DESK

UCO Bank, Nagpur, INDIA

AUG 2020 - MAY 2023

- Provided end-user support for desktops, laptops, and network printers across multiple locations.
- Manage IT inventory and perform preventative maintenance.
- Managed Active Directory accounts, handled OS installations and updates, and monitored endpoint security.
- Supported system migrations and trained users on new software functionalities, maintaining high customer satisfaction.

EDUCATION

MASTERS IN INFORMATION TECHNOLOGY MANAGEMENT

Campbellsville University, KY, USA

DEC 2024

GRADUATE CERTIFICATE IN MOBILE APPLICATION DEVELOPMENT

Cambrian College, Sudbury, ON

OCT 2024

GRADUATE CERTIFICATE IN CYBERSECURITY

Cambrian College, Sudbury, ON

DEC 2023