**FATHIMA DIYA PATTANI SHAIK**

**Versatile IT Professional | Network, Systems & Security**

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# Summary

Cybersecurity professional with a strong educational foundation, including a Bachelor’s in Computer Application and a Post-Graduation degree in Cybersecurity, IoT, and Machine Intelligence. Bringing hands-on experience as an IT Support Specialist, adept at resolving hardware, software, and network issues, securing systems, and optimizing IT infrastructure. Skilled in tools like Palo-Alto Firewalls, Nmap, and AWS, with a deep understanding of Cybersecurity principles and risk management. Passionate about protecting digital assets and delivering innovative solutions to enhance organizational security and efficiency.

**Certification & Courses:**

* **Certified Career Essentials for System Administrators by Microsoft and LinkedIn**
* **CompTIA Security+ & CYSA+ (In Progress)**
* **Network and System Administrator Technical Training Course – Udemy**

**Technical Skills**

* **Networking & Security:**
* Protocols: TCP/IP, DNS, DHCP, VPN, VLAN, TLS/SSL, SNMP
* Firewalls: Palo Alto (6 months hands-on), pfSense, Wazuh SIEM
* Security Tools: Kali Linux, Burp Suite, Hydra, Volatility (memory forensics) • Frameworks: NIST, ISO 27001 compliance, disaster recovery planning
* **Systems & Cloud:**
* Active Directory, Group Policies, VMware/VirtualBox
* AWS, Azure, Office 365 administration • Windows/Linux system administration
* **Development & Documentation:**
* Python, Java, JavaScript, and PowerShell scripting
* Technical documentation (Word, Excel, Visio).

# Soft Skills

Communication, Teamwork, Problem-solving, Customer Service, Supporting

**Career Experience**

**Customer service representative**

**Sobeys, Barrie ,ON July 2024- Present**

* Provided friendly and prompt customer service in a fast-paced grocery environment.
* Handled cash, debit, and credit transactions accurately using POS systems.
* Assisted customers with locating products, resolving complaints, and answering questions to ensure a positive shopping experience.
* Maintained cleanliness and organization of front-end and checkout areas.
* Collaborated with team members to restock shelves and support store operations.

**Customer service representative  
Visions Electronics, Mississauga, ONJuly 2023-Nov2023**

* Processed customer purchases, returns, and exchanges using the POS system with a high level of accuracy.
* Handled large transactions involving electronics and financing, ensuring compliance with store policies.
* Responded to customer inquiries and resolved complaints both in-store and over the phone in a professional manner.
* Checked and responded to emails from buyers regarding order status, product availability, and service-related concerns.
* Assisted in processing online orders and coordinating with warehouse staff for timely deliveries.
* Maintained up-to-date knowledge of promotions, product features, and extended warranty options.
* Balanced cash drawer at the end of shifts and ensured all transactions were accounted for accurately.

**IT Support Specialist**

**Creative Walls, Perinthalmanna, Kerala, India April 2022 – April 2023**

* Deployed and secured Palo Alto firewall rules, reducing threats by 40%
* Managed Active Directory for 50+ users, enforcing organizational policies
* Troubleshot network issues (DNS/DHCP/VLAN) with Wireshark analysis
* Created NIST-aligned security documentation using Word/Excel
* Automated tasks with Python scripts (user provisioning, log analysis)

**Educational Qualifications**

**PGDM In Cybersecurity May 2024 - Dec 2024**

Georgian College| Barrie, Ontario , Canada

**PGDM In Internet of Things and Machine Intelligence May 2023 - Dec 2023**  Sheridan College| Brampton, Ontario , Canada

**Bachelors in Computer Application June 2019 - March 2022** Calicut University| Calicut, India

**Projects**

* **LAMP Security Server (Aug 2024):**

Configured and secured a Linux-based web server environment, then performed testing and hardening for system security.

* **Vulnerability Assessment on a Network (Oct 2024):**

Identified and analyzed network vulnerabilities, later provided recommendations to improve system defenses.

* **Build and Configure a Firewall (Apr 2024):**

Deployed and customized firewall rules to control traffic flow and enhance network security.

* **Web Application Security Testing (Apr 2024):**

Conducted security assessments on web applications for identifying and mitigating common vulnerabilities.

* **Create an Incident Response Plan (Mar 2024):**

Developed a structured plan to detect, respond to, and recover from security incidents.

* **Conduct a Digital Forensics Investigation (Apr 2024):**

Carried out evidence collection and analysis following industry best practices for cyber incident response.