Jay Vanraj

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SUMMARY OF QUALIFICATION

- Bachelor's Degree in Information and technology, along with two postgraduate majors in Cybersecurity.
- Hands-on experience managing 120+ endpoints, performing vulnerability management, and hardening network security by rewriting firewall ACLs.
- Direct experience with RMM tools (NinjaOne), ticketing systems, and proposing strategic security plans (VLAN Segmentation, Incident Response).
- **CompTIA Security+** | (ISC)2 Certified in Cybersecurity | Google IT Support (CompTIA A+)
- Real-world hands-on understanding of information/cyber security tools, processes and Cybersecurity Frameworks
- Experienced in various programming languages like Python, Java, C++ as well as scripting.
- Experience in Network Security, Incident Response, and Threat Analysis.
- Strong analytical and problem-solving skills.
- Effective communication and collaboration abilities.

SKILLS

Soft Skills: Deductive Reasoning, Collaboration, Effective Communication, Leadership, Time Management, Critical Thinking, Continuous Learning, Ethical Mindset,

Security: IDS/IPS, Incident Response, Threat Mitigation, Cybersecurity Frameworks (MITRE, NIST, CSF), Cybersecurity Fundamentals, SOC (Security Operations Centre), Security Policies and Practices, Access Control, Vulnerability Management, User Onboarding/Offboarding.

Networking: Firewalls (Fortinet, Palo Alto, PFsense, Cisco), VPN, Virtualization, Networking Fundamentals, VLAN Segmentation, ACL Management.

Programming/Scripting Languages: C, C++, Python, Java

IT Service Management: ITIL, Service Level Agreement (SLA), Customer Service, Technical Support, Helpdesk Ticketing, RMM Tools.

Tools & Services: VMware, Azure, Google Firebase, Wireshark, Postman, Metasploit, NinjaOne (RMM), Exchange and 365 Server, Veeam Backup, Synology NAS.

Additional Skills: Security Tools & Monitoring Systems (e.g., Security Onion), Automation & Scripting (Python, Bash), Security Auditing

CERTIFICATES

Security+ - CompTIA	November, 2024
Certified in Cybersecurity (CC) – (ISC)^2	February, 2024
IT Support Professional Certificate – Google & Coursera	July, 2020
Certified Network Security Specialist (CNSS) – International Cybersecurity Institute at icsi.co.uk	August, 2021
Python for Everybody Specialization – Michigan University & Coursera	May, 2020

EXPERIENCE

IT Support Specialist

PFG Glass Industries, Langley, BC   **June 2025 to November 2025**

- Served as the primary (first-line) point of contact for technical support, managing and resolving all helpdesk tickets using the NinjaOne RMM platform.
- Managed and maintained 120+ workstations and laptops across office and industrial plant environments, ensuring all systems remained updated and patched against vulnerabilities.
- Significantly hardened network security by auditing and rewriting firewall ACLs to enforce a more secure and restricted data flow.

- Proactively identified operational gaps and proposed strategic improvements, including a new VLAN segmentation plan, a formal Incident Response (IR) plan, and robust data backup solutions.
- Managed all user lifecycle processes, including secure onboarding and offboarding procedures.
- Oversaw printer fleet management, troubleshooting connectivity and hardware issues to ensure reliable operations for all users.

IT Support

Winny Immigration, Gujarat, India   **January 2021 to December 2021**

- Provided technical assistance and troubleshooting for hardware and software issues to ensure smooth operations.
- Delivered cybersecurity awareness training for end-users and employees.

EDUCATION

Post-Graduate Certificate in Information Security Management (ISM)

Fanshawe College, London, Ontario   **January 2023 to August 2023**

Relevant Coursework: Incident Response, Digital Forensics, Ethical Hacking, I.T. Auditing, Information Security Planning, OS and Application Security

- Achieved GPA of 4.0
- Recognized for excellence in NSM implementation, showcasing cybersecurity proficiency.
- Configured Security Onion to analyze and mitigate harmful events, utilizing various tools to extract pertinent information for comprehensive threat analysis and resolution

Post-Graduate Certificate in Network and Security Architecture (NSA)

Fanshawe College, London, Ontario   **January 2022 to December 2022**

Relevant Coursework: Security Servers and Networks, Securing the Edge (Firewall), Web security, I.T. Service Management (ITIL), Virtualization, Enterprise Network Design and CISSP

- Configured Windows Server Failover over a Virtualized environment to ensure uninterrupted operations during system failures

Bachelors in Information and Communication Technology (ICT)

L.J. University, Gujarat, India   **August 2017 to May 2021**

PROJECTS

EduTeur – An Online Teaching Platform based on university guidelines and Standard.

Developed an online teaching platform meeting university standard with a security-first approach.

> https://github.com/jayvr/eduteur

Windows Server Failover Implementation

Implemented failover for OS clusters using iSCSI disks, ensuring uninterrupted operations during system failures for seamless transition between clustered operating systems.

NSM – Security Onion monitoring configuration and demo

Configured Security Onion to analyze and mitigate harmful events, utilizing various tools to extract pertinent information for comprehensive threat analysis and resolution.

> https://www.youtube.com/watch?v=LtUQvg4HDHo