

# MEGHA RAJARAM JADHAV

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## PROFESSIONAL SUMMARY

Entry-level IT Support and Help Desk Technician with hands-on experience providing Tier 1 and Tier 2 technical support in hybrid and enterprise environments. Skilled in troubleshooting hardware, software, and network issues, managing ITSM service tickets, and optimizing device performance. Proficient with Microsoft 365, Windows OS, laptop imaging, AV/classroom technology, and end-user support workflows. Actively preparing for CompTIA Security+ and ISC<sup>2</sup> Certified in Cybersecurity (CC) certifications to expand expertise in security-focused IT support and threat mitigation.

## SKILLS

- **Customer Support:** Inbound calls, client scheduling, issue resolution, front-desk assistance
- **Technical Support:** ITSM ticketing, Microsoft 365, Windows OS, laptop imaging, AV/classroom tech
- **Data & Analysis:** Data preprocessing, QA, financial forecasting, Excel modeling
- **Documentation:** Record-keeping, reporting, data annotation, client communications
- **Programming & Scripting:** Python (for automation, analysis, and security tasks)
- **Problem-Solving:** Conflict resolution, escalation handling, process improvement

## PROFESSIONAL EXPERIENCE

- **Information Technology Services Technologist (Co-op)** Aug 2025 – Dec 2025  
*Seneca Polytechnic – Information Technology Services* On-site – North York, ON
  - Delivered Tier 1 technical support to 50+ students and staff weekly via email, service tickets, live chat, and in-person, resolving hardware, software, and network issues with an average resolution time of <24 hours, improving overall system availability.
  - Managed on-campus resources including laptop loaner program, e-classrooms, mobile TV display carts, and printers, ensuring proper re-imaging, sanitization, inventory tracking, and seamless service availability.
  - Logged, prioritized, and escalated support tickets using ITSM tools, maintaining 100% compliance with standard operating procedures and timely resolution of complex cases in accordance with SLA standards.
  - Using Microsoft Office 365 for reporting, documentation and troubleshooting, helping users adopt new software tools, and reducing repeat support requests by 20% through proactive guidance and problem solving.
- **Customer Service Representative (Co-op)** May 2024 – Aug 2024  
*Able Insurance Brokers Limited* On-site – Mississauga, ON
  - Responded to high-volume inbound calls, delivering administrative and technical assistance to brokers and clients, improving customer satisfaction and operational workflow.
  - Supported appointment scheduling, document preparation, and data entry, streamlining insurance processes, and reducing processing time for client requests.
  - Recommended and implemented process improvements in client handling and internal communication, boosting team productivity by 15%.
  - Maintained accurate client records and documentation while adhering to company policies, ensuring compliance and operational efficiency.
- **Machine Learning Data Intern** Jan 2023 – July 2023  
*EnFuse Solutions* Hybrid, Mumbai, IND
  - Preprocessed and validated machine learning training datasets, ensuring data integrity and supporting development of high-quality AI models.
  - Developed standardized annotation guidelines and best practices, improving consistency across data labeling workflows and enhancing project scalability.
  - Increased labeling accuracy by 30% through designing automated QA tools, performing manual reviews, and collaborating with senior data scientists and engineers.
  - Streamlined data pipeline processes, reducing preprocessing time and enabling faster model training cycles.
- **Practitioner Financial Analyst** Nov 2018 – Dec 2022  
*Eminent India Wealth Management Services (EIWMS)* On-site, Thane, IND
  - Created comprehensive financial forecasts and analytical reports for diverse client portfolios, supporting informed investment and risk management decisions.
  - Assisted in office operations, including procurement coordination, vendor communications, and organizing executive meetings, ensuring smooth daily business activities.
  - Achieved a 95% client retention rate by providing personalized financial planning solutions, building strong relationships, and proactively addressing client needs.
  - Enhanced reporting efficiency by implementing structured data tracking and presentation formats, improving clarity and decision-making for senior management.




## EDUCATION

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- **Seneca Polytechnic** Jan 2025 - Dec 2025  
*Post-degree in Cybersecurity & Threat Management*  
GPA: 3.8/ 4.0 Toronto, ON
- **Humber Polytechnic** Sept 2023 - Aug 2024  
*Post-degree in Financial Planning*  
GPA: 3.5/ 4.0 Toronto, ON
- **University of Mumbai** July 2015 - Aug 2018  
*Bachelors in Accounting & Finance*  
GPA: 8.57/10 Mumbai, IND

## PROJECTS

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- **Ethical Hacking & Vulnerability Exploitation Project** Jan 2025 - Mar 2025  
*Technologies Used: Kali Linux, Metasploit, Nmap, VMware, VirtualBox, SIFT Workstation* 
  - Conducted penetration testing on Metasploitable 2 to identify and exploit vulnerabilities in web, database, and privilege escalation components.
  - Configured isolated virtual environments for safe, repeatable testing, improving laboratory reliability by 40%.
  - Installed and configured SIFT Workstation for forensic data recovery and analysis.
  - Documented exploit procedures, risk ratings, and mitigation strategies following ethical hacking methodologies.
  - Resolved issues with virtual network segmentation and authentication bypass during multi-host exploitation.
- **Threat Intelligence & Forensic Analysis Project** Apr 2025 - June 2025  
*Technologies Used: Volatility3, Wazuh (SIEM), AlienVault, OpenIOC Editor, Python, MOSINT, Profil3r* 
  - Performed threat intelligence and memory forensics to identify Indicators of Compromise (IOCs) from phishing and malware incidents.
  - Developed automated IOC correlation workflows using AlienVault and OpenIOC improving threat attribution accuracy by 35%.
  - Integrated OSINT tools (MOSINT, Profil3r) with Wazuh Security Information and Event Management (SIEM) for endpoint monitoring and attacker profiling.
  - Conducted data analytics and IP geolocation using Python to visualize malicious activity trends & overcame challenges in cross-platform tool integration and large-scale IOC dataset validation.
  - Delivered reports summarizing Tactics, Techniques, and Procedures (TTPs) mapped to the MITRE ATT&CK framework.
- **Secure Web Application and Compliance Project (SecurePay)** Jul 2025 - Aug 2025  
*Technologies Used: OWASP Juice Shop, AWS, CI/CD Pipeline, Docker, LLM-based Compliance Tools* 
  - Designed and implemented the SecurePay web application using OWASP Juice Shop to demonstrate and mitigate OWASP Top 10 vulnerabilities.
  - Secure CI / CD pipelines built on AWS with automated vulnerability scanning and compliance monitoring, reducing deployment risk by 50%.
  - Integrated large-language model (LLM) tools for automated compliance reporting and policy validation.
  - Documented the security architecture and created audit readiness reports in accordance with the NIST and OWASP guidelines.

## CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

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- **ISC2 - Certified in Cybersecurity** Exam scheduled- Nov 3
- **CompTIA Security+** In Progress