

Nikhil Marella

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EDUCATION

Computer Systems Technician - Networking

Centennial College, 2022

CERTIFICATIONS

ICS2 CC - Candidate

CompTIA Security+ (Expected 12/24)

AZ-900 Microsoft Azure Fundamentals (Expected 02/25)

PROJECTS

Project: Implementing a SOC and Honeynet in Azure

Source: github.com/niikm/Azure-SOC

Platforms and Technology Used: Azure Virtual Machines, Microsoft Sentinel (SIEM), Log Analytics

EXPERIENCE

Company: The Wynford Group

September 2022 – May 2024

Title: Technical Support Specialist

- Used Active Directory to manage user accounts, including creating, modifying, and deleting user profiles. Handled permissions, reset passwords, and managed group policies to ensure secure and efficient access to network resources.
- Worked with both Office 365 and Google Workspace environments, managing user accounts, configuring settings, and troubleshooting issues across platforms. Ensured seamless integration and functionality, providing support for email, collaboration tools, and productivity applications in each environment.
- Implemented the Spice Works ticketing system to streamline ticket management, making it easier to track and prioritize user requests. The system enhanced efficiency in resolving issues by organizing tickets, improving response times, and providing clear insights into support workflows.
- Managed inventory for assets by tracking hardware and software resources, ensuring accurate records of equipment allocation and usage. I conducted regular audits, coordinated asset procurement and disposal, and maintained up-to date inventory databases to support efficient operations and resource management.

Company: Kelly Connect – Apple Support

April 2022 – September 2022

Title: Technical Support Representative

- Provided timely support for users dealing with issues pertaining to their iOS/macOS devices
- Coordinated repairs for Apple products by diagnosing issues, arranging repair services, and managing the logistics of shipping and handling. I ensured timely and efficient repair processes, keeping users informed throughout to minimize downtime and maximize satisfaction.
- Consistently achieved excellent KPI metrics by delivering timely resolutions, maintaining high customer satisfaction, and effectively managing support requests.

SKILLS AND TECHNOLOGIES

Microsoft Office Suite, Help Desk, Ticketing System, Azure, Network Security Groups, Firewalls, ACLs (Access Control Lists), Virtual Machines, Virtual Networks, Cloud Computing, Active Directory, File Permissions, Windows 10, SIEM, Sentinel