

Rahul Dahiya

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Experience

IT QA Analyst *Queen's College*

April 2023 – Present
Mississauga, ON

- **User Directory:** Supervised onboarding processes for new employees, managed Active Directory accounts, MS Office 365 setup, and provisioned devices.
- **Technical Support:** Provided Level II technical support, diagnosing and resolving hardware, software, and network issues, improving user satisfaction by 20%.
- **User Procedure's & Protocols:** Developed and updated IT policies, adhering to ITIL framework and ISO 9000 standards, while testing hardware and software services.
- **Quality Assurance:** Participated in regular audits and implemented suggested recommendations.
- **Network Log Analysis:** Conducted real-time network log analysis on various devices such as Firewalls, Operating Systems including Windows servers, System Applications, and other networking devices.
- **Network Security:** Investigated malicious phishing emails, domains, and IPs using open-source tools and recommended blocking techniques based on data analysis.
- **Agile:** Utilized JIRA and OS-Ticket to track event handling through its life cycle to resolution and closure.

Administrative Assistant *Queen's College*

Jan 2023 – Apr 2023
Mississauga, ON

- **Technical Support:** Served as the first point of contact in diagnosing and resolving problems encountered by students and instructors on Learning Management System (LMS).
- **Data Analysis:** Expedited report generation from a dataset of 19,000 users of the Learning Management System(LMS) with the help of Data Analysis tools such as Power BI and Tableau.
- **E-Learning:** Designed, and implemented instructional design projects across programs, managed schedules, timelines, and deliverables ensuring all content met Accessibility for Ontarians with Disabilities Act (AODA) accessibility standards.
- **Career Advisor:** Organized 10+ workshops and seminars for students, focusing on prospective certifications and current trends in their field of study.
- **Academic:** Responded to emails promptly and professionally, facilitating effective communication between faculty, students, and staff.

Projects

Business Continuity & Disaster Recovery, (BCP/DR)

- Developed detailed guides to safeguard organizational processes during disruptions, ensuring operational continuity in emergencies.

Quality Assurance

- Lead departmental compliance efforts by aligning services with SPIEQAA and CQAAP quality standards, ensuring adherence to audit requirements.
- Develop key performance indicators (KPI) to assess customer service effectiveness and use data to improve service effectiveness by 25%.

Phishing Simulations

- Designed and executed phishing simulations to test and improve employees' awareness of Cyber threats, resulting in 73% improvement in security preparedness.

Hardware & Software Installation

- Collaborated with team to configure hardware devices for 200+ users.
- Automated installation of necessary software that resulted in a 40% reduction in system downtime and saved over 500 hours per month.

Moodle (Learning Management System)

- Led design and development of the educational courses, resulting in a 40% increase in user participation on the portal.
- Enhanced virtual assistance feature using Zoom, enhancing user engagement and reducing response time by 20%.

Skills

Technical Skills: Troubleshooting hardware & software peripherals, Jira, Desktop Support & IT Support applications, On-premises and Azure Active Directory, Microsoft 365 Administration, OPSI, Firewall, Cisco IOS, Virtual Private Network, LAN/WAN, TCP/IP Networking, E-Learning (Camtasia), Canva, Adobe Creative Cloud

Soft Skills: Career Advising, Technical guidance, Leadership, Time Management, Customer Service, Detail oriented, Strong problem solving, Professionalism, Knowledge of ITIL framework

Certification: COMPTIA A+, ITIL Framework

Education

Loyalist College

September 2021 – April 2023

Ontario Graduate Certificate in Cybersecurity (Computer Science)

Toronto, ON

- **Relevant Coursework:** Information Security, Network Design & Implementation, Cryptography & Data Encryption, Cloud Security, Secure Network Infrastructure
- **Award:** Dean's List

Kurukshetra University

August 2016 – June 2020

Bachelor of Engineering in Electronics & Telecommunication

Kurukshetra, IN

- **Relevant Coursework:** Analog Communication, Digital Electronics, Computer Architecture & Organisation, Power Electronics, VLSI