

Romi Syed

I am a highly skilled IT Specialist with over 5+ years of experience. I have a comprehensive understanding of variety of hardware, software, and network systems. I can diagnose and resolve technical issues, install, and configure software, and implement effective solutions to meet business needs. I am seeking a challenging role in a dynamic organization where I can utilize my technical skills and knowledge to contribute to the success of the team.

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Experience

Systora Inc. (Canada) - IT Security Analyst (September 2022 – March 2023)

Job Responsibilities - As an IT Security Analyst at Systora, I conducted security assessments and audits, implemented security measures to mitigate risks, monitored and analyzed security logs and alerts, provided security training, and collaborated with other teams to ensure compliance with policies and standards, both internally and with external partners.

Sykes Enterprises (Canada) - IT Administrator (May 2022 – September 2022)

Job Responsibilities - At Sykes Enterprises, my responsibilities included researching, isolating, and resolving technical issues through remote troubleshooting using company-provided tools and resources. I was responsible for creating and forwarding tickets to the technician team and ensuring adherence to best security practices.

Grace Technologies (India) - Cyber Security Specialist (April 2016 – June 2019)

Job Responsibilities - At Grace Technologies, my main responsibilities included conducting authorized penetration testing and designing cyber defense strategies to minimize risk. Utilizing the MITRE ATT&CK and Cyber Kill Chain methodologies, I effectively evaluated risks, investigated security incidents, and provided clear recommendations for risk mitigation. I was responsible for compiling these findings and recommendations into detailed reports.

Education

Seneca College - *Cybersecurity and Threat Management (Jan 2021 - April 2022)*

Centennial College - *Software Engineering Technician (Jan 2020 - Dec 2020)*

Andhra University - *Bachelor of Science in Computer Science (March 2015 - April 2018)*

Soft Skills

- Proven ability to solve complex problems and resolve conflicts with ease
- Exceptional multitasking and prioritization skills to manage multiple tasks effectively
- Excellent written and verbal communication skills to effectively convey ideas and information
- Effective time management skills, able to meet tight deadlines and manage workload efficiently
- Highly organized and detail-oriented, ensuring accuracy in all tasks
- Collaborative team player, able to work effectively with others towards common goals

Hard Skills

- Operating System Administration (Windows, Linux, BSD)
- Network Configuration and Support (TCP/IP, DNS, DHCP, LAN, WAN)
- Hardware Maintenance and Repair (PCs, laptops, servers, printers, routers, switches)
- Software Troubleshooting and Support (MS Office, anti-virus, backup and recovery, remote access)
- Technical Problem Solving and Debugging
- Virtualization (VMware, VirtualBox)
- Database Management (MySQL)
- Mobile Device Management (iOS, Android)
- Cybersecurity and Data Protection