SAI DAYAKAR REDDY GOLLAPUDI

Service Desk Analyst | ICT Support | Cybersecurity Specialist in Training

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Professional Summary

Master's student in **Information Technology with a Cybersecurity specialization** at the University of Sydney, bringing a strong foundation in **IT support, troubleshooting, and security operations**. Experienced in providing **technical assistance**, analyzing threats, and managing projects that enhance security resilience and IT efficiency.

Hands-on expertise in **Python scripting, Windows/Linux environments, and cloud security tools**, with practical experience in developing monitoring solutions and security applications. Recognized for strong **problem-solving, communication, and organizational skills**, demonstrated through academic projects, internships, and leadership activities.

Currently pursuing **CompTIA A+ certification (in progress)** to further strengthen technical competencies in **hardware, software, and networking support**. Dedicated to delivering high-quality ICT support, ensuring system reliability, and driving positive end-user experiences.

EDUCATION

Master of Information Technology and Information Technology Management (Cybersecurity)

University of Sydney | 2023 – 2025 | Sydney, Australia

Bachelor of Engineering in Computer Science and Engineering

Sri Sairam Engineering College | 2019 – 2023 | Chennai, India

Key Skills

- **Technical Skills**
  - Operating Systems (Windows & Linux Administration | Active Directory | O365 / Entra ID)
  - Networking (IP, VLAN, DHCP) | Firewall Basics
  - Python Scripting | Incident Triage
  - Ticketing Systems | Log Monitoring
- **Soft Skills**
  - Problem Solving: Quickly addressed inventory discrepancies, product placement challenges, and customer concerns, demonstrating initiative and solution-oriented thinking.
  - Time Management: Managed multiple responsibilities during peak hours, prioritizing tasks effectively to ensure shelves were stocked, orders fulfilled, and customers served on time.
  - Team Collaboration: Worked closely with colleagues and supervisors to coordinate daily tasks, restocking, and store operations, contributing to a smooth and efficient work environment.
  - Adaptability: Adjusted to fast-paced and changing environments while learning new processes and tools, showing flexibility — an essential skill in dynamic IT support roles.

Professional Experience

Exposys Data Labs

Jun 2021 | Remote

- Developed an **interactive Python-based Hangman game**, demonstrating coding proficiency and logical problem-solving.
- Showcased **software development capabilities** using Visual Studio Code.
- Applied project ownership skills, from design to implementation, within short timelines.

Volunteer Experience

Lead Organizer

Sairam Engineering College

Mar 2022

- Coordinated logistics for an **industrial tour of 120 students**, securing permissions and managing end-to-end travel itineraries.
- Streamlined transport and accommodation processes, ensuring **efficient and seamless travel experiences**.
- Enhanced **student engagement and satisfaction** by managing academic-industry collaboration activities.

Campus Ambassador

MIT Square

Jul 2021 | Chennai, India

- Promoted MIT Square initiatives through **strategic social media campaigns** and campus events.
- Increased **peer participation and awareness** by driving targeted outreach programs.
- Strengthened organizational presence on campus through **effective communication and networking**.

Australian Work Experience

Grocery Team Member (Woolworths)

Sep 2023 – Jun 2025 | Carlingford, NSW

- Received Employee of the Month recognition for consistently delivering high-quality service, demonstrating strong work ethic, reliability, and teamwork.
- Assisted customers with product inquiries and purchases, providing clear communication and ensuring a positive in-store experience.
- Managed stock replenishment, shelf organization, and inventory checks with high attention to detail, maintaining product availability and store presentation standards.

Projects

LogWatch – Windows Security Log Monitoring & Alerting

- Designed a **PowerShell-based monitoring tool** to detect failed logons, account changes, and privilege escalations.
- Integrated with Gmail SMTP for **real-time alerts**, reducing incident response times.
- Tools: PowerShell, Windows Event Logs, Task Scheduler, JSON

Password Manager – Secure Credential Storage

- Built a **command-line password manager** with encryption and secure retrieval mechanisms.
- Implemented **clipboard timeout features** to prevent data leakage.
- Tools: Python, Cryptography Library, JSON

Certifications

- **CompTIA A+** (In Progress)
- **CompTIA Security+** (Target)
- **Google IT Support Professional Certificate –** Coursera
- **CCNA Certification** (In Progress)
- **MS 365 Fundamentals Specialization -** Coursera

Achievements

- **First Prize – Mini Project (2021):** Led a team to design and deliver a functional prototype addressing real-world challenges, recognized for **innovation and technical depth**.