Saket Chahal

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PROFESSIONAL SUMMARY

IT Support Specialist with 2 years of experience, proficient in Windows Administration, Network Security, and Cloud Operations. Experienced in resolving Tier 1/2 technical incidents, enforcing security policies, and optimizing operational costs, seeking to apply strong problem-solving skills in a high-volume Help Desk or NOC role.

EDUCATION

Seneca Polytechnic   Toronto, ON
Advanced Diploma in Computer Engineering Technology   *Dec. 2026*
- **Honours:** Graduated with Honours (3.8 Overall GPA) | 2x President's Honour List Recipient
- **Relevant Coursework:** Cisco Networking (CCNA), Windows Server Administration, Linux/Unix Systems, Cyber Security, Cloud Computing (AWS).

TECHNICAL SKILLS

IT Administration: Active Directory (User Mgmt, GPO), Microsoft 365 Admin, Windows 10/11, Windows Server 2019, Linux (Ubuntu/Kali CLI)
Networking: TCP/IP, DNS, DHCP, VLANs, Subnetting, VPN, Cisco Packet Tracer, Wireshark, Port Security
Tools & Security: Ticketing Systems (Jira), Remote Desktop (RDP/TeamViewer), Nessus, VMware, PowerShell (Basic), Python
Certifications: Cisco CCNA (In Progress), WHMIS, Certified Cybersecurity Educator Professional (CCEP)

EXPERIENCE

MoroEsports   Remote
Technical Operations Lead (IT Support)   *Apr. 2023 – Sep. 2025*
- Acted as the primary IT point of contact for a 10-person remote team, resolving Tier 1 and Tier 2 connectivity, VPN, and software access issues with a 99% resolution rate.
- Administered user lifecycles within Microsoft 365; created accounts, assigned licenses, managed permissions, and enforced MFA policies for secure remote access.
- Automated routine administrative reporting tasks using Python scripts and Excel macros, reducing manual data entry workload by approximately 20%.
- Configured and optimized remote collaboration tools (VoIP, CRM) and documented Standard Operating Procedures (SOPs) for troubleshooting common technical faults.

Lululemon   Milton, ON
Warehouse Operations Associate   *Nov. 2024 – Jan. 2025*
- Maintained 99% inventory accuracy and operational efficiency using handheld RF scanners and Warehouse Management Systems (WMS) in a high-volume logistics environment.
- Collaborated with cross-functional teams to meet strict shipping deadlines, demonstrating reliability and adherence to safety compliance standards.

PROJECTS

SOC Analyst Attack & Defense Simulation | *Sec. Onion, Kali, Nessus*   Sep. 2025 – Dec. 2025
- Deployed a virtualized "Purple Team" lab to simulate a full cyber kill chain from breach to remediation.
- Utilized Nessus for vulnerability scanning and analyzed Sysmon/Zeek logs to identify Indicators of Compromise (IoCs) and malicious network traffic.
- Demonstrated strong incident response capabilities by identifying malicious network traffic and securing endpoints.

Enterprise Multi-Site Network Design | *Cisco Packet Tracer, VLSM, OSPF*   Jan. 2025 – Apr. 2025
- Designed a scalable multi-site enterprise network, implementing VLSM for efficient IP addressing across multiple departments.
- Configured EtherChannel (LACP) for high-bandwidth redundancy and implemented Port Security and DHCP Snooping to secure access layer switches.
- Deployed Cisco Wireless LAN Controllers (WLC) with 802.1X/RADIUS authentication to ensure secure enterprise wireless access.