SUTHAKARAN SIVA

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EDUCATION

September 2022 - December 2026 (expected) | Sheridan College
Bachelor of Computer Science - Mobile Computing + Co-op
  Relevant Courses:
    Data Structures and Algorithms, Theory of Computation, (Edge to Core: Network Foundations, Network Engineering, Wireless Network Principles), Operating Systems Analysis & Design, Database Modeling, Linear Algebra

CERTIFICATIONS

March 2025 - August 2025 | Coursera
Google IT Support Professional Certificate
  Foundational IT support, including troubleshooting, networking, operating systems, system administration, and security.

November 2025 - November 2025 | CompTIA
Security+
  Applied cybersecurity principles to implement and manage secure systems, covering risk management and governance.

November 2025 - In Progress | Red Hat
Red Hat Certified System Administrator (RHCSA) Exam (EX200)
  validate hands-on experience in deploying, maintaining, and securely managing live Red Hat Enterprise Linux environments.

PROFESSIONAL EXPERIENCE

IT Support Specialist – Rexdale Community Hub
  Etobicoke, ON | May 2024 – Aug 2025
  - Diagnosed and resolved hardware and software faults across **40+ community devices**, effectively minimizing operational downtime on mobile and laptop devices.
  - **Configured** and maintained core network-connected equipment and IT infrastructure, ensuring reliable functionality for community services.
  - Developed and **enforced security** and **operational protocol** checklists to secure community infrastructure and ensure seamless, safe operations.
  - Managed user accounts and **access privileges** for new and existing staff, implementing security best practices for password resets and handled system onboarding/off-boarding employee processes.
  - Created and **documented resolutions** for recurring technical issues, establishing a knowledge base that streamlined issue resolution for subsequent staff.
  - Managed and maintained a detailed IT asset **inventory** (hardware and software licenses) to track ownership, deployment status, and warranty information for all community equipment.

Direct Support Professional – Reena
  Thornhill, ON | Jan 2022 – Present
  - Managed sensitive client data within Electronic Health Records (EHR) systems, upholding strict **data security** and **compliance standards** for medical records and privacy protocols.
  - Provided empathetic, **reliable support** to clients with disabilities, utilizing active listening and problem-solving to successfully manage complex, individualized care plans and enforce **protocol reporting** among co-workers.

Hackathon Winner - Hackville
  Hackathon Winner | January 2024 - January 2024
  - Developed an winning project that integrated 2+ APIs (Tesseract.js, EdenAI, and ChatGPT API), following **API Security** Best Practices and demonstrating rapid integration capability.
  - Achieved project delivery within a stringent 48-hour deadline by applying strong **time management**, **collaboration**, and rapid prototyping skills, resulting in a system that eased stress in the immigration process.

Wifi Analyzer - School
  Project Lead | January 2024 - March 2024
  - Built a physical device using Arduino with an LED screen to measure real-time Wi-Fi signal strength and track how physical objects caused interference.
  - Analyzed network performance data collected from the device by empirically testing 7+ different interference methods, providing insights for effective network troubleshooting and optimization.

SKILLS AND PROFICIENCIES

- **Software:** Cisco Packet Tracer, Wireshark, VMWare, Postman, Azure Data Studio, Git, Mongo DB Compass
- **Languages & Scripting:** C#, Java, Swift, Bash, SQL, Python
- **Core Skills:** Troubleshooting, Technical Documentation, Communication, Collaboration