Tamam Makki

647-866-7814 | tamammakki@yahoo.com | linkedin.com/in/tamammakki | github.com/tamam112

EDUCATION

University of Toronto   Toronto, ON
Bachelor of Business Administration in Management & Information Technology   *September 2020 – August 2024*
- Relevant Courses: Intro to Software Engineering, Databases and Web Applications, Software Design, Software Tools and Systems Programming, Intermediate Finance, Operations Management

EXPERIENCE

Cybersecurity Systems Administrator   February 2024 – Present
Niagara Health   *St. Catharines, ON*
- Configure and enforce Role-Based Access Control policies in SailPoint to align access with job functions, reducing excessive privilege assignments by 26%
- Manage Privileged Access Management using CyberArk, monitoring elevated accounts, securing credentials, and mitigating insider threat risks
- Administer and troubleshoot authentication services through Azure AD and Duo, managing conditional access policies and identity federation for critical hospital systems

IT Specialist   July 2024 – Present
NSUS Group Inc.   *North York, ON*
- Developed shell scripts to automate routine tasks, leading to a 22% increase in operational efficiency and a reduction in repetitive work by 7 hours per week
- Established a tiered support system that prioritized urgent technical issues, handling over 25 critical cases per week, leading to improved service delivery and reduced downtime for key business operations by 20%
- Configured and managed endpoint protection using Bitdefender GravityZone, enhancing organizational security and reducing endpoint vulnerabilities by 14%

IT Support Specialist Intern   December 2022 – August 2023
K-Line Group of Companies   *Whitchurch-Stouffville, ON*
- Resolved 80% of support tickets within 1 hour, significantly enhancing response time and boosting end-user productivity by 18%
- Administered over 350 devices and managed user permissions via Azure AD, ensuring compliance with organizational security policies and reducing unauthorized access incidents by 12%
- Authored SOPs (technical documentation) for routine IT processes, streamlining workflows and reducing onboarding time for new team members by 34%

PROJECTS

EduProdigi | *MongoDB, Express, React, Node, Docker, Git*   June 2024 – August 2024
- Designed a social networking module with features, including filtered search, discussion boards, and personalized connection recommendations tailored to user interests
- Built robust backend APIs using MongoDB and Express, ensuring efficient data storage and retrieval for user profiles, connections, and discussions

Linux System Monitoring Tool | *C, Ubuntu, Git*   February 2024 – March 2024
- Created a Linux-based system resource monitoring tool to track CPU usage, memory utilization, and disk activity in real-time
- Designed an intuitive terminal-based interface with clear visualizations for resource trends, ensuring ease of use for system administrators

TECHNICAL SKILLS & CERTIFICATIONS

Certifications: CompTIA A+ (6/2024), CompTIA Security+ (10/2024), ISC2 SSCP (7/2025), CompTIA Network+ (Expected 11/2025)
Languages: Java, Python, C/C++, SQL, TypeScript, JavaScript, HTML/CSS, R, Bash
Frameworks: React, Node, Flask, JUnit
Operating Systems: Android, iOS, Linux, Mac OS, Windows 7/8/10/11
Tools: Azure Active Directory, Bitdefender GravityZone, Docker, Firebase, Git, Google Apps Scripts, Google Workspace Admin, Intune, Jira, MongoDB, MS Office 365, Okta, SIEM tools, Slack, Ticketing Systems, VPN, VS Code