

Tanmay Teckchandani

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Address: Mississauga, ON, Canada

PROFESSIONAL EXPERIENCE

Freelance IT Support & Independent Projects; Remote

2023–2025

- Completed 20+ labs on TryHackMe and 2+ labs on Hack The Box, gaining skills in network enumeration, vulnerability scanning, and exploitation basics. **Completed Google Cybersecurity Professional Certificate (2024) and currently preparing for HTB Certified Junior Cybersecurity Analyst (CJCA) and CompTIA Security+.**
- Delivered IT support services for individuals and small businesses, including website creation, hardware upgrades, software troubleshooting, and network setup.
- Built 5+ Python and Bash scripts for network scanning and port analysis to assist with security testing and troubleshooting.

Network Analyst – Sun Life Financial; Waterloo, CA

2021–2023

- Deployed **250+ firewall rules** in a quarter with **zero downtime**, ensuring uninterrupted service delivery and aligning with business continuity objectives.
- Upgraded **20+ BlueCat DNS servers** in one weekend, securing connectivity for **20,000+ employees worldwide**, directly supporting global operational goals.
- Conducted root-cause analysis for **100+ network issues**, reducing downtime and **improving service reliability by 25%**, leading to measurable productivity gains.
- Automated network configuration tasks for **50+ F5 Load-balancers** using custom scripts within the first week, **reducing manual tasks by 50%** and improving overall efficiency.
- Resolved Tier 1 LAN, WAN, Firewall, DNS, and wireless incidents, configuring Cisco and F5 devices to maintain **99% business uptime**.
- Recognized with a **4% salary increase in 6 months** for exceptional performance, fostering stronger team cohesion and operational efficiency.

Network Operations Analyst Intern – Sun Life Financial; Waterloo, CA

2018–2018

- Automated network configuration for **50+ F5 Load Balancers**, cutting manual effort by 50% and freeing team resources for higher-priority projects.
- Implemented **50+ DNS changes bi-weekly** with zero errors, enhancing customer experience and meeting SLAs consistently.
- Developed iRule scripts for **secure HTTP-to-HTTPS redirection** across 1,000+ virtual servers, bolstering compliance with internal security standards.
- Identified and disabled vulnerable TLSv1 protocols on 20+ devices using Wireshark, ensuring alignment with **industry best practices and compliance regulations**.

Junior IT Support – Collega International Inc; Toronto, CA

2019–2020

- Provided IT support for 200+ users, achieving an **85% satisfaction rate** through effective communication and swift resolution of technical issues.
- Automated Windows 10 workstation deployments, improving onboarding efficiency by 75% and enabling faster employee productivity.
- Enhanced printer network compatibility, **boosting productivity by 90%** and reducing downtime in key operational areas.
- Administered **Active Directory and Office 365** for 200+ users, reinforcing access control and security measures.

PRACTICAL PROJECTS

Network Toolkit (Python)

2025

Automated tool for scanning networks and retrieving connected device details.

TCP Port Scanner (Bash Script)

2025

Scans a range of TCP ports to identify open/closed ports for security checks.

Blog (Astro, Tailwindcss, Typescript, Markdown)

2025

To share insights on cybersecurity and networking. Work in progress

CERTIFICATIONS

Comptia Security+ (in progress)	2025
<u>Google Cybersecurity Professional Certificate</u>	2024
<u>AWS Cloud Quest: Cloud Practitioner</u>	2023
<u>Foundations of Operationalizing MITRE ATT&CK</u>	2021

EDUCATION

Conestoga College

Post Graduate Certificate in Computer Application Security

Post Graduate Certificate in Computer Application Development

M.S. University

Post Graduate Diploma in Computer Application

Navrachana University

Bachelor of Computer Applications

Kitchener, Canada

August 2018

April 2017

Vadodara, India

May 2016

Vadodara, India

May 2014

SKILLS & OTHERS

Technical: Network Support & Troubleshooting, Firewall Management, Routing & Switching, Threat Detection & Response, Incident Analysis, VPN Troubleshooting, Python, Bash, Linux, Active Directory, Security Procedures Documentation, Compliance (GDPR, ISO 27001 basics).

Tools: Checkpoint, F5, Cisco, BlueCat, Wireshark, Aruba, ScienceLogic, ServiceNow, Bash, SecureCRT, AWS, Airwave.

Human Skills: Team Collaboration, Cross-Department Communication, Problem-Solving, Adaptability in Fast-Changing Environments, Customer Service Orientation, Technical Documentation & Knowledge Sharing.

Emerging AI Skills: Prompt Engineering (ChatGPT), Generative AI for IT Support, AI-Powered Documentation Creation, Automating IT Tasks with AI