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PROJECTS

TCP Port Scanner (Bash Script)

2025

PROFESSIONAL EXPERIENCE

Network Analyst – Sun Life Financial; Waterloo, CA

2021-2023

- Managed the deployment cycle for 250+ unique firewall rules in one quarter, ensuring seamless integration with zero downtime, optimizing team efficiency.
- Successfully upgraded 20+ BlueCat DNS servers in one weekend, ensuring seamless connectivity for 20,000+ global employees and zero downtime, supporting global operations.
- Conducted initial analysis and resolution of 100+ network issues, improving business operations by reducing downtime and enhancing overall network performance.
- Troubleshoot and resolved tier 1 tickets related to LAN, WAN, Firewall, DNS, and wireless issues, configuring Cisco and F5 devices, ensuring zero impact on business continuity.
- Achieved a 4% salary increment within 6 months by delivering high-performance results in network management, leading to enhanced team productivity and system stability.

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

2018-2018

- 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.
- Deployed 100+ DNS changes bi-weekly by optimizing DNS management protocols, achieving 100% customer satisfaction with zero errors.
- Developed iRule scripts to redirect HTTP traffic to HTTPS for 20+ F5 devices, securing network traffic for 1000+ virtual servers, enhancing data security and user experience.
- Analyzed network traffic using Wireshark to identify and disable the vulnerable TLSv1 protocol on 20+ F5 devices, improving security compliance and protecting network integrity.

Junior IT Support – Collega International Inc; Toronto, CA

2019-2020

- Delivered technical support to 200+ corporate and remote users, ensuring a post-resolution customer satisfaction rate of 85% through prompt, effective troubleshooting.
- Deployed 50+ Windows 10 workstations within 48 hours of user requests by automating the setup process, boosting turnaround time by 75%.
- Efficiently resolved conflicts between Windows 10 and 20+ network printers, improving productivity by 90% through enhanced printer configuration and driver compatibility.
- Conducted in-depth network assessments and implemented optimized configurations, reducing escalated support tickets by 60%, improving response times, and enhancing customer satisfaction.
- Administered Active Directory and Office 365 for 200+ users, streamlining user management processes, improving security controls, and enhancing overall system efficiency.

CERTIFICATIONS

Google Cybersecurity Professional Certificate

2024

AWS Cloud Quest: Cloud Practitioner

2023

Foundations of Operationalizing MITRE ATT&CK

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

Kitchener, Canada

August 2018

April 2017

Vadodara, India

May 2016

Vadodara, India

SKILLS

Technical: Network Support & Troubleshooting, Firewall Traffic Management, Routing & Switching, Subnetting, Document Security Procedures, VPN troubleshooting

Tools: Checkpoint, F5, Cisco, BlueCat, Wireshark, Aruba, Science logic, Service Now, Bash, SecureCRT, Restore point, AWS, Basic Python, Airwave, linux (basic)