

Ashfak Ahmad

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Objective

Cybersecurity professional with a strong academic foundation, hands-on lab experience in threat detection and incident response, and a commitment to continuous learning. Seeking a Cybersecurity Analyst role where I can apply my skills in vulnerability management, threat analysis, and IT support to contribute to a secure and resilient infrastructure. Recognized for clear communication, technical curiosity, and a collaborative mindset in fast-paced environments.

Skills

- **Security Operations & Incident Response:**
Hands-on experience in monitoring security events, performing initial triage, and supporting incident response activities. Familiar with SIEM tools and log analysis.
- **Vulnerability & Threat Management:**
Practical understanding of vulnerability assessment, threat identification, and basic mitigation strategies using tools such as Nmap, Wireshark, and Burp Suite.
- **Cloud Security & Azure Fundamentals:**
Knowledge of cloud security best practices, with experience configuring security features in Microsoft Azure.
- **Network & Endpoint Security:**
Strong grasp of network security concepts including firewalls, VPNs, IDS/IPS, and endpoint protection. Comfortable working with Windows and macOS environments.
- **Risk & Compliance:**
Understanding of cybersecurity policies, risk management frameworks, and compliance standards such as ISO/IEC 27001 and data privacy regulations.
- **Technical Documentation & SOPs:**
Experienced in drafting security procedures, user guides, and technical documentation that support secure system configurations and policy adherence.
- **Help Desk & IT Support:**
Skilled in troubleshooting hardware/software issues and providing first-level technical support. Proficient with Salesforce for ticketing and SLA tracking.

Experience

Technical Service Representative – Geek Squad

Feb 2024 – Present

Best Buy | Kamloops

- Provide first-level IT support for a variety of technical issues, ensuring efficient problem resolution and enhanced user satisfaction.
- Lead computer setups and configurations for new users, supporting seamless technology adoption and onboarding.
- Collaborate with team members to facilitate major IT incident resolutions by documenting solutions and communicating effectively to enhance productivity.
- Manage secure data transfers and migrations, focusing on preserving data integrity and minimizing operational downtime.
- Utilize Salesforce to maintain transparent customer communication and manage service level agreements (SLAs), reinforcing trust and service quality.
- Coordinate with external vendors for hardware repairs, showcasing strong technical support skills and attention to detail in incident handling.
- Oversee meticulous device sign-in and sign-out procedures, providing clients with clear tutorials, enhancing inventory management and reinforcing customer trust.

Hands-On Cybersecurity Training (Lab-Based)

Aug 2024 – Present

Try Hack Me & Lets Defend | Remote | Self-Directed

- Completed immersive labs focused on penetration testing, vulnerability assessment, and threat detection in simulated enterprise environments.
- Progressed through structured paths such as Pre-Security, SOC Level 1, and Cyber Defence, applying techniques in reconnaissance, privilege escalation, and malware analysis.
- Used tools like Nmap, Burp Suite, Wireshark, and the Linux CLI to identify and exploit system weaknesses.

Customer Service Associate

Jan 2021 – Apr 2023

Walmart | Kamloops

- Reduced customer wait times by 30% through process optimization, significantly enhancing the customer experience.
- Led staff training initiatives, boosting team efficiency and performance.

Education

Diploma In Computing Science

Jan 2021 – Dec 2023

Thompson Rivers University

Dean's List – Fall 2022 (CGPA: 3.80)

Relevant Coursework: Software Architecture | Software Engineering | Computer Networks | Computer Systems | Web Development | Database Administration | Programming: Python, Java

Projects:

- **Azure: Virtual Machine & Web Server Deployment** – Configured and deployed a **VM on Microsoft Azure**, set up a **web server**, and implemented **network security** for remote access.
- **Network Traffic Analysis with TCPDump** – Captured and analyzed **network traffic** using **TCPDump**, developing a **logging tool** for monitoring and troubleshooting.
- **Wireshark: Packet Capture & Network Analysis** – Inspected **network packets** with **Wireshark**, applying filters to **identify performance issues** and **analyze security threats**.
- **IAM Role Management for S3 (AWS)** – Managed S3 bucket permissions through IAM user creation, wrote custom IAM policies for secure access control, and validated permissions, ensuring compliance with security best practices in cloud-based systems.

Certifications

- [CompTIA Cybersecurity Analyst \(CySA+\)](#) – CompTIA
- [CompTIA Security+](#) – CompTIA
- [Certified in Cybersecurity \(CC\)](#) – ISC2
- [ISO/IEC 27001:2022 Lead Auditor](#) – Mastermind Assurance
- [Microsoft Security, Compliance, and Identity Fundamentals](#) (SC-900) – Microsoft
- [Microsoft Azure Fundamentals](#) (AZ-900) – Microsoft
- [Google Cybersecurity Professional](#) – Coursera
- [Google Associate Cloud Engineer](#) – Google
- [Technical Support Fundamentals](#) – Google IT Support – Coursera
- Basic First Aid (CPR-A) Certified – British Columbia & Yukon Council – Canada
- Class 5 Driving License – British Columbia – Canada

Volunteer

General Vice President

Dec 2022 – Dec 2023

TRUSU Sylhet Club | Kamloops

- Enhanced member engagement by leading initiatives that increased satisfaction by 15%.

Event Coordinator

Aug 2022 – Dec 2023

TRU MSA | Kamloops

- Successfully organized events, achieving a 40% rise in attendance and reducing logistical costs by 20%.

References: Professional references available upon request