

Shubham Singla

Contact Information:

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Summary:

Highly skilled cybersecurity professional with extensive experience in managing security operations and technical support. Proven ability to manage and secure databases, troubleshoot security issues, and provide exceptional customer service. Proficient in using Nessus and Kali for vulnerability assessments and penetration testing. Adept at rapidly acquiring new skills and adapting to evolving environments.

Core Skills:

Advanced Communication	Technical Proficiency
Troubleshooting	Incident Response Management
Risk Assessment and Compliance	Teamwork and Collaboration
Analytical Thinking	Creative and Logical Problem Solving
Attention to Detail	Project Management

Employment History:

G4S - Security Operations Centre Operator

Docklands, VIC | 02/2024 - Current

- Managed over 150 calls daily, ensuring timely and effective response to security incidents.
- Actioned tickets based on client needs, improving response times by 20%.
- Provided technical support for security systems, enhancing functionality and reliability.
- Delivered excellent customer service, addressing client inquiries and concerns.
- Coordinated with team members and stakeholders to prioritize tasks and resources.
- Implemented and monitored security protocols, resulting in a safer environment.

Technetics Consulting - Volunteer Technical Support

Melbourne, VIC | 08/2023 - 01/2024

- Installed and configured network switches, enhancing network efficiency.
- Managed server setup and administration using Windows Server.
- Deployed and optimized firewall security settings.
- Troubleshoot and resolved network issues, improving staff productivity.
- Utilized Microsoft Office for administrative and operational tasks.
- Maintained network architecture and protocols.

Education:

Bachelors in Networking (Cybersecurity)

MIT, Melbourne, VIC | 03/2024

- Relevant Coursework: Advanced Network Security, Ethical Hacking, Cybersecurity Risk Management

Year 11 and 12: Computer and Information Science

Lakeview Senior College, Caroline Springs, VIC | 12/2021

Certifications:

- Palo Alto Networks Cybersecurity Professional Certification
- Google Crash Course on Python Professional Certification
- ISC2 Security Principles Professional Certification

University Experience:

- Led an IoT project for a water monitoring system, improving data accuracy by 30%.
- Developed a website for IoT systems, increasing user engagement by 40%.
- Configured and managed a dedicated server to support project needs.
- Designed and assembled hardware components using Arduino.
- Conducted network scanning and security assessments.
- Performed penetration testing to enhance system security.
- Executed vulnerability testing using Nessus to identify potential threats.
- Utilized Nmap and ARP tools within Kali Linux and Ubuntu environments.
- Set up and maintained a cloud server using SSH on an Ubuntu server.
- Gained experience with machine learning algorithms and applications.
- Created a scoreboard recording app in Year 11, managing the full software development lifecycle.
- Served as project lead in Year 12, developing a drone to detect people's temperatures during COVID-19 and notify authorities of high readings.

References:
