

ANMOL SANDHU

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Dynamic cloud computing student with hands-on experience in system administration, cloud services, and network security. Proven track record of managing and optimizing Office 365 and Microsoft Azure environments to enhance operational efficiency. Skilled in troubleshooting complex IT issues, maintaining robust security protocols, and driving technology upgrades.

EDUCATION AND CERTIFICATION

Certified in Cybersecurity: ISC2	September 2024
Microsoft Certified: Azure Fundamentals	June 2024
George Brown College, Toronto POST-GRADUATE CERTIFICATE CLOUD COMPUTING	January 2024-Present
York University, Toronto POST-GRADUATE CERTIFICATE CYBERSECURITY OPERATIONS	September 2023
Chaudhary Devi Lal University, India BACHELOR OF COMPUTER SCIENCE	July 2019

Technical Skills

- **Cloud Services Management:** Expert in managing Microsoft Azure and Office 365 environments including Exchange Online, SharePoint Online, OneDrive for Business, and Teams.
- **Azure Infrastructure:** Proficient in configuring and maintaining Azure resources, Active Directory (Azure AD), and automating tasks using PowerShell.
- **Network Security:** Knowledge of computer networking concepts (TCP/IP, DNS, VLAN).
- **Data Protection & Disaster Recovery:** Experience in conducting regular backups, implementing disaster recovery plans, and ensuring cloud data security.
- **Security Monitoring:** Hands-on experience with Microsoft Defender for Endpoint and Intune for securing devices, and reducing vulnerabilities by over 50%.
- **Cloud Automation:** Proficient in automating administrative tasks using scripting tools like PowerShell.
- **Troubleshooting:** Strong ability to diagnose and resolve complex hardware, software, and network issues.
- **Team Collaboration:** Effective communicator, experienced in collaborating with cross-functional teams to deliver IT solutions.

Work Experience

Technical Assistant (Cloud Computing)

George Brown College, Toronto, ON
January 2024 – Present

- Assisted professors in cloud computing coursework, supporting over 30 students with Azure, AWS, and Microsoft 365 configurations, troubleshooting, and practical labs.
- Provided guidance on configuring Azure resources, managing Active Directory, and performing hands-on cloud tasks to enhance students' understanding of real-world cloud scenarios.
- Conducted workshops on PowerShell scripting, guiding students on automating tasks within Microsoft Azure and system administration.

- Monitored student progress and offered one-on-one support to resolve technical challenges, fostering a supportive learning environment.
- Assisted in administering and configuring Microsoft Intune and SCCM for device management, providing hands-on support for managing system updates, patch management, and device health monitoring.
- Developed learning resources on cloud fundamentals, network security, and data protection best practices, contributing to improved student outcomes.

Technical Team Lead

Armada Defense Corporation, Markham, Ontario

June 2023 - August 2023

- Led the technical team in optimizing cloud and local IT infrastructures using **Microsoft technologies**.
- Streamlined client onboarding and system integrations, enhancing user adoption and satisfaction.
- Administered **Microsoft Intune and Defender for Endpoint** to conduct critical security updates, drastically reducing the presence of severe vulnerabilities from **67% to 11%**.
- Achieved an impressive increase in the secure score from **49% to 84%**

Accomplishment: Spearheaded a critical update initiative via Microsoft Intune and Defender for Endpoint, resulting in a reduction of vulnerabilities by over 55% and enhanced system security

IT Operation Support

CRDAV Girls College of Education, Ellenabad, Haryana, India

September 2019 - June 2022, Permanent Full-Time)

- Provide timely and effective solutions for both **Windows and Mac** systems, ensuring minimal downtime for users.
- Provided **Level 1 technical support to over 150 end-users**, resolving hardware and software issues related to Windows and macOS environments.
- Created and managed tickets using the IT service management system, ensuring timely follow-up and resolution in accordance with SLAs.
- Assisted in **troubleshooting M365 applications, including Outlook and Teams**, improving user productivity through effective problem resolution.
- Troubleshoot network connectivity issues, including **Wi-Fi and LAN**, resulting in improved network performance and reliability.
- Created IT documentation and user training sessions to improve operational knowledge and **reduce support tickets by 20%**.
- Conducted user training sessions on Windows 10 and Mac OSX, improving user proficiency and reducing support requests.
- **Troubleshoot hardware and software malfunctions** to maintain smooth computer lab operations, demonstrating skills in diagnostics and IT support.

Content Creator

Anmol Digital Fortress, YouTube & SentinelAnmol.ca

January 2023 – Present

- Created educational content on cloud infrastructure management, Windows administration, and cybersecurity protocols for 10,000+ viewers.
- Produced hands-on tutorials on AWS setup, Active Directory, and PowerShell scripting, enhancing IT professionals' practical skills.
- Actively engaged with the IT community to provide valuable resources on OS patching, IaC, and network security.