

# Adil Peerbhoy

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## Summary

Seasoned IT Professional, certified cyber security practitioner, seeking cyber or development role.

## PROFESSIONAL EXPERIENCE

### Cyber Security Practitioner

June 2023-present

- Created movie database project using ASP.NET MVC and C# with CRUD functionality.
- Utilized Wireshark to analyze HTTP/S and RDP traffic
- Enabling and configuring Microsoft Firewall and Microsoft Defender
- Building Home Lab for SIEM Logging and malware detection analysis.
- Programming Portfolio website using HTML, CSS, and React.
- Studying for AWS Certified Cloud Practitioner certificate (expected June 2024).
- Earned ISC<sup>2</sup> Certified in Cybersecurity (CC) certificate (Feb 2024).
- Earned CompTIA Security+ SY0-601 certificate (Nov 2023).

### Technology Service Desk Analyst, Nationwide Insurance Co.

February 2021-June 2022

- Closed over 2,500 tickets with a 97% customer satisfaction rate.
- Resolved hardware, software, and networking issues for internal staff and international contractors using Tableau and Service Now extensively.
- Utilized and managed software such as Active Directory, Azure MFA server, Citrix VDI/VDX, Pulse Secure, and Identity Access Management (IAM).
- Mentored new hires on company best practices – shadowed my customer interactions.

### Athletics IT Helpdesk Agent, The Ohio State University

November 2018-January 2021

- Resolved an average of 400 support tickets monthly for a diverse team of staff, coaches, and trainers.
- L2 resolution of hardware, software, and networking issues for staff in-person and over the phone.
- Issues included computer setup/deployment, hardware and software technical troubleshooting, adding computers and printers to network, making network adjustments in network closets, installing software, printer troubleshooting, and technology education.
- Created IT Helpdesk troubleshooting documentation

## SKILLS

- **Networking Infrastructure:** Managing servers, network closets, and troubleshooting issues with tools like Active Directory, DHCP, and DNS, Microsoft Windows Defender, and Windows Firewall. Familiar with NAC, UTM, EDR, WAF, and packet analysis. **Networking Tools:** Experience with Cloudflare, Wireguard, SIEM. **Programming:** Proficient in HTML, CSS, Java, Python, C++, C#, and ASP.NET. **Database Management:** Skilled in SQL (MySQL, Oracle SQL, PostgreSQL) and MongoDB. **Data Analysis:** Using Python, JMP, and QlikView for insightful analysis. **Operating Systems:** Competent in Windows, Linux (Ubuntu, Kali), and macOS. **Tools & Proficiencies:** Git, JIRA, ServiceNow, NodeJS, REST API, Adobe Photoshop, Microsoft Suite, WordPress, Tableau, Active Directory, Azure, Trello, Wireshark, Docker, Proxmox, and Splunk. **Customer Service & Communication:** Explaining technical concepts to non-technical audiences with patience and professionalism. **Requirement Analysis:** Collaborating with business users to translate needs into accurate user stories, process flows, and use cases. **Security Principles:** Familiar with NIST, RMF, ISO 27001/27002, and data governance. Data Mining. Back end web development and database design. User Authentication Systems.

## EDUCATION

- ISC<sup>2</sup> Certified in Cybersecurity (CC) February 2024
- CompTIA Security+ SY0-601 November 2023
- Google Data Analytics Certification September 2022
- B.S. Computer Science Engineering June 2020  
Southern New Hampshire University, Manchester, NH

## HONORS AND ACTIVITIES

- Member of Central Ohio Agile Association (COHAA) July 2022-Present
- Member of Ohio State Cyber Security Club September 2019-May 2020
- Competed in CTF hosted by Ohio State Cyber Security Club October 2019