

# RAYYAN UMAIR

IT SUPPORT TECHNICIAN

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<https://github.com/rayyan-umair>

## SUMMARY

IT Support & Cybersecurity professional with 2+ years of real-world experience across help desk, security operations, and penetration testing environments. I solve problems fast, communicate clearly, and take documentation seriously. Four active certifications, a diploma with honors, and a Bachelor's in Information Security currently underway at Ontario Tech. I show up, I dig in, and I get it done.

## CORE SKILLS

► Tier 1/2 IT Support ► Service Desk Operations ► Incident Management  
► Windows OS Administration ► Active Directory & IAM ► MFA & Access Control  
► Endpoint Hardening ► Patch Management ► User Lifecycle Management  
► SIEM Monitoring ► Vulnerability Scanning ► Penetration Testing Support  
► Risk Assessments ► Compliance & Audit Support ► IOC Analysis  
► Network Troubleshooting ► LAN/WAN/TCP-IP ► ServiceNow/Jira ► ITIL Framework ► Technical Documentation

## PROFESSIONAL EXPERIENCE

### SecureLogix – IT Support & Jr. Cybersecurity Analyst

March 2024 – Jan 2026

- Delivered Tier 1 & Tier 2 technical support to enterprise users, resolving hardware, software, authentication, and access-related incidents with consistent first-contact resolution.
- Monitored and triaged security alerts and logs using SIEM tools; executed structured incident response and escalation procedures to minimize dwell time and business impact.
- Supported vulnerability scanning, IT risk assessments, and compliance activities, contributing directly to audit readiness.
- Administered user onboarding/offboarding, access reviews, and account hygiene practices to enforce least-privilege access controls.
- Configured, patched, and hardened endpoints against organizational security baselines.
- Maintained detailed incident records, resolution workflows, and post-incident documentation to support continuous improvement and SLA adherence.

### Tool-Go Inc. – Cybersecurity Intern

May 2024 – Aug 2025

- Assisted with supervised penetration testing and vulnerability assessments across web application and network environments.
- Supported denial-of-service (DoS) stress testing and attack surface analysis under senior analyst guidance.
- Reviewed security alerts and helped identify indicators of compromise (IOCs) to support proactive threat detection. Generated reports and maintained documentation.

## EDUCATION

### Bachelor of Information Technology (Information Security)

Ontario Tech University

Fall 2025 – Spring 2027

### Diploma in Systems Management & Cybersecurity (Graduated with Honors)

Oulton College

Fall 2024 – Spring 2025

## CERTIFICATIONS

- CompTIA A+
- CompTIA Network+
- CompTIA Security+
- Cisco Certified Support Technician (CCST)
- Google Cybersecurity Certificate
- ITIL Foundation

## ADDT. INFORMATION

- **Languages:** English (Fluent), Urdu/Hindi (Fluent), Punjabi (Fluent)
- Open to full-time office-based and hybrid roles