# SEBASTIAN JOSE

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## PROFESSIONAL SUMMARY

- Proven knowledge of Enterprise Linux and Windows operating systems, showcasing expertise in   build, configuration, performance tuning, and effective troubleshooting.
- Proven track record in providing tier 1 and tier 2 IT support, showcasing active listening skills and dedication to superior client service, aligning with the demands of operational ITSM practices.
- Acquired leadership, critical thinking, analytical, problem-solving, and adaptability skills through hands-on work experience and immersive curricular activities at Georgian College and within the Ontario Public Service.
- Proven ability to cultivate strong working relationships with clients and staff by effectively communicating technical concepts using both oral and written communication, coupled with interpersonal competence.

## PROFESSIONAL EXPERIENCE

**IT Support Officer (Co-op),** Ministry of public and business services delivery, Toronto, Canada      **January 2024 - Present**

- Conducted tier 1 and tier 2 IT support in adherence to ITIL best practices led to minimized downtime and improved incident resolution times, resulting in increased operational uptime and productivity for the organization.
- Managed diverse devices including Windows 10, 11, iOS, and Android, ensuring seamless integration and productivity across platforms utilizing Microsoft Intune and Azure.
- Managed Azure and Active Directory user and device administration using various endpoint management tools, ensuring efficient control and maintenance of IT infrastructure.
- Troubleshooting, diagnosing and resolving software issues.
- Delivered support for VPN services, PKI, device certificates, and diverse infrastructure services, safeguarding robust and uninterrupted operations inside and outside enterprise network.
- Contributed to a secure and well-managed IT environment by implementing and monitoring policies to ensure device compliance.
- Effectively utilized the BMC Remedy ticketing system to manage and document support requests in alignment with ITIL best practices, ensuring systematic resolution of issues and efficient tracking of service delivery metrics.
- Committed to delivering a seamless and dependable end-user experience across a multitude of platforms and applications, ensuring optimal functionality and user satisfaction.

**Technical Support Manager,** T.S John Foundation, Kerala, India      **June 2021 – July 2022**

- Maintained website and network hardware, including routers, switches, modems, VoIP devices, and VPN, ensuring seamless operations and connectivity.
- Oversaw support team, prioritizing customer service, coaching, and fostering collaboration for optimal performance, resulting in increased organizational efficiency and client satisfaction.
- Regularly communicated with stakeholders and trustees, providing status updates and facilitating discussions on strategic plans, ensuring transparency and alignment with organizational objectives.
- Generated informative reports for stakeholders utilizing the Microsoft Suite and Power BI, enabling data-driven decision-making and providing valuable insights into organizational performance.

**Technical Support Associate,** T.S John Foundation, Kerala, India      **June 2020- June 2021**

- Provided support for the use of desktop applications including word, spread sheet, outlook, and desktop publishing, VPN services and networking troubleshooting.
- Utilized PowerShell scripts to deploy software across devices efficiently across the network.
- Created a fundraising website for TS John Foundation and integrated the Razorpay online payment gateway, facilitating seamless online donations and enhancing fundraising efforts.
- Assembled desktops and other network hardware. Set-up and management of biometrics authentication
- Installed and done periodic service of premise surveillance systems including CCTV and motion-activated sensors

# TECHNICAL SKILLS

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|---|---|
| **Software & Tools:** | Grafana, Loki, Promtail, Prometheus, Syslog server, Metasploit, Intune, Splunk, BMC Remedy, Desktop Management tools, Jira Service Management. |
| **Networking:** | TCP/IP, DNS, DHCP, Telnet, SSH, TFTP, FTP, VPN, RDP, VLAN, SNMP, VoIP |
| **Operating systems:** | LINUX Distributions, Windows Server Distributions, Windows 7,8,10 and 11 enterprise, Android, Mac OS X, 11, 12, 13 and 14 |
| **Hardware:** | Desktops/Laptops/Printers, Cisco Routers/Switches, Hubs, OFC/RJ45 cables, Optic Fibre Fusion Splicers, Surveillance Systems and biometric access control. |
| **Programming Languages:** | C, C++, PHP, Python, JavaScript, CSS, HTML, Java |

# CERTIFICATIONS

**Fortinet NSE Associate (NSE 1, NSE 2)**     **2023**

**EC-Council Certified Ethical Hacker**     **2022**

**Flutter Application Development Fundamentals**     **2021**

**Full Stack Web Development** (HTML5, CSS, JavaScript, PHP, MySQLi)     **2020**

# EDUCATION

**Information Systems Security Graduate Certificate Program**     **2023-2024**

Georgian College, Barrie, ON

**Bachelor of Computer Applications**     **2018-2021**

SAINTGITS College Of Applied Sciences, Kerala, India

# PROJECTS

**British Airlines 2017 IT Meltdown Case Study – Disaster recovery**     **2023**

What went wrong and the strategies that enabled the airline to regain stability and trust after a catastrophic incident

**Apache Webserver in LINUX [LAMP Server] with security hardening**     **2023**

Implemented CIS level 2 hardened Apache webserver in LINUX [LAMP server] as a part of curriculum. Implemented user management with scripts for administrators. Safe FTP access for users with ability to upload websites with SQL server

**T.S John Foundation**     **2019-2022**

Designed, Created, hosted and maintained the website for a charity organization. Used HTML, CSS, JavaScript, PHP, MySQLi

**Paper publication - A Study on The Effectiveness Of Online Learning**     **2021**

Validated the effectiveness of learning management system for online learning with Data Mining classification techniques such as J48, Random Forest, MLP, Bagging etc to conduct the analysis. (Compliance Engineering Journal Volume 12, Issue 3, Page N: 181-192, No. 21)

# ACHIEVEMENTS

**Dean's list with distinction**     **2023**

Achieved 88.6% and 89% scores in the first and second semester of my PG diploma program at Georgian College, Barrie.

**Best Outgoing Student, SAINTGITS College of Applied Sciences**     **2021**

Acknowledged for exemplary academic performance, leadership skills, and remarkable contributions to the college community