VAIBHAV DATTA

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PROFESSIONAL SUMMARY

Graduating BCIS student (Computer Networking & Cybersecurity, UFV, May 2026) with hands-on experience in enterprise IT support, server infrastructure, and network administration. Builds and operates a self-hosted homelab running **Proxmox** and **XCP-ng** hypervisors with Windows Server 2019, Ubuntu Server, Active Directory, DNS/DHCP, and VLAN segmentation. Delivered Tier 1/2 help desk support across two internships, resolving **150+ incidents** for **100+ end users**. Proficient in PowerShell, Python, and Linux administration. Ready to contribute on day one.

TECHNICAL SKILLS

Operating Systems: Windows 10/11, Windows Server 2019, Ubuntu Server, Kali Linux, macOS

Virtualization & Infra: Proxmox VE, XCP-ng, VirtualBox, VM provisioning, snapshot management, resource allocation

Networking: TCP/IP, DNS, DHCP, VLANs, LAN/WAN, VPN, Wireshark, Cisco Packet Tracer, pfSense, Network Troubleshooting

Directory & Identity: Active Directory (AD DS), Group Policy (GPO), OU management, User provisioning, RBAC

Help Desk / ITSM: ServiceNow, Jira Service Desk, RDP, TeamViewer, SLA Compliance, Ticket Management, ITIL Fundamentals

Cloud & Productivity: Microsoft 365, Azure AD, SharePoint, Teams, OneDrive, Google Workspace

Scripting & Tools: PowerShell, Python, Bash, Git, Task Scheduler, Cron, SSH

PROFESSIONAL EXPERIENCE

Cybersecurity Analyst – Network Support | *The Unified: Marketing & IT Solutions Inc., Abbotsford, BC*   *May 2024 – Aug 2024*
- Monitored web hosting infrastructure (cPanel, DNS records, SSL certificates), troubleshooting outages and misconfigurations to restore service availability within SLA windows
- Tracked and resolved **50+ technical incidents** in ServiceNow and Jira, documenting root causes and resolution steps to build a reusable internal knowledge base
- Conducted vulnerability assessments, identifying open ports, misconfigured firewall rules, and unpatched services; flagged critical findings and assisted with remediation efforts

IT Coordinator – Service Desk Intern | *Precision Infomatic Pvt. Ltd., Noida, India*   *May 2023 – Aug 2023*
- Delivered Tier 1/2 support to **100+ Samsung employees** across hardware failures, OS issues, printer/peripheral troubleshooting, and software installs resolving the majority within first contact
- Managed Active Directory operations including user account creation, OU moves, password resets, and group-based access provisioning for onboarding and offboarding workflows
- Built and imaged **10+ workstations** with standardized Windows configurations, reducing setup time per machine by coordinating with senior engineers on deployment scripts
- Maintained incident logs and identified recurring failure patterns, contributing to a process change that cut repeat ticket volume by an estimated **30%**

EDUCATION

Bachelor of Computer Information Systems (BCIS) – Networking & Cybersecurity   *Expected May 2026*
University of the Fraser Valley (UFV), Abbotsford, BC
Majors: Cybersecurity and Networking
Research: Optimization in Wireless Technologies using Quantum Computing

CERTIFICATIONS

- **CompTIA Network+ (N10-009)** – In Progress, Expected May 2026
- **Fortinet NSE 1 & NSE 2** – Network Security Associate (In Progress)
- **Supporting and Troubleshooting Windows 11 for Admins** – Microsoft Press (Apr 2025)
- **IT Security Foundations: Core Concepts** – LinkedIn Learning (Feb 2025)

TECHNICAL PROJECTS

Enterprise Homelab – Self-Hosted Virtualization Stack   *2024 – Present*
- Deployed and manage a multi-hypervisor environment using **Proxmox VE** and **XCP-ng**, hosting Windows Server 2019 and Ubuntu Server VMs with resource pools, snapshots, and high-availability configurations
- Configured **Active Directory Domain Services** with OUs, GPO security baselines, DNS/DHCP, and RBAC simulating a **50-user corporate network** with realistic policy enforcement
- Implemented **VLAN segmentation** to isolate management, user, and DMZ traffic; used Wireshark to capture inter-VLAN traffic, diagnose ARP anomalies, and validate firewall rules

PowerShell & Python IT Automation   *2025*
- Wrote PowerShell scripts to automate bulk AD user creation/deletion, generate weekly system health reports, and schedule incremental backups via Task Scheduler
- Built Python network monitoring scripts using `socket` and `subprocess` to ping hosts, log latency, and alert on unreachable nodes replacing daily manual checks