

Rohail Bhatti

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OBJECTIVE

To obtain an entry-level IT Support or Cybersecurity Analyst position, applying networking, Windows Server, Linux administration, and cybersecurity fundamentals to support secure, reliable IT operations in a collaborative environment.

HIGHLIGHTS OF QUALIFICATIONS

- Developed hands-on experience in networking, Windows Server, Linux administration, and cybersecurity fundamentals through applied coursework and lab environments.
- Demonstrated strong troubleshooting ability by diagnosing hardware and software issues across enterprise lab setups, applying structured diagnostic approaches to identify root causes.
- Configured Active Directory, Group Policy (GPO), and virtualization environments using VMware and VirtualBox, gaining practical experience in enterprise IT administration.
- Built and secured enterprise network topologies with VLANs, OSPF routing, NAT, ACLs, and firewall configuration, applying Cisco IOS in simulated and lab environments.
- Deployed and administered Ubuntu Linux servers, configuring SSH, Apache, UFW firewall, and automation scripts to support secure and reliable operations.

TECHNICAL SKILLS

Operating Systems: Windows 10 / 11, Windows Server, Ubuntu Linux

Networking: TCP/IP, VLANs, DHCP, DNS, NAT, ACLs, Cisco IOS

Security: Active Directory, Group Policy (GPO), Firewall Configuration

Tools: Wireshark, Packet Tracer, VMware, VirtualBox

Programming: Python, Bash scripting

Cloud: Microsoft Azure (fundamentals)

EDUCATION

Computer Systems Technician — Diploma

Expected April 2026

George Brown Polytechnic | Toronto, ON

Academic Projects

- Windows Server Domain Lab: Configured Active Directory, user management, GPOs, and domain-joined clients in a VMware virtualization environment.
- CCNA ENSA Network Project: Designed and built an enterprise network topology using VLANs, OSPF routing, NAT, and ACL-based security policies in Cisco Packet Tracer.
- Linux Administration Labs: Deployed Ubuntu Server, configured SSH remote access, Apache web server, UFW firewall rules, and automated routine tasks with Bash scripts.
- Python CLI Application: Developed an interactive command-line application using loops, conditionals, and input validation, demonstrating structured programming concepts.
- DevOps Collaboration Project: Applied Git version control, branching strategies, pull requests, and GitHub Actions CI/CD pipelines within a team development environment.

PROFESSIONAL EXPERIENCE

Cell Phone Screener

September 2024 – January 2025

SBE Logistics | Mississauga, ON

- Diagnosed hardware and software issues across 50+ devices daily, applying structured troubleshooting methods to identify defects and maintain accurate device condition records.
- Monitored device processing workflows and identified recurring failure patterns, implementing targeted adjustments that increased operational efficiency by 20%.
- Collaborated with supervisors and quality leads to support daily screening operations, demonstrating cross-functional communication and teamwork skills applicable to IT support environments.
- Managed multiple concurrent tasks under strict daily deadlines, consistently delivering accurate results in a high-volume environment.

Product Tester / Picker & Packer

April 2023 – February 2024

GO TRG | Milton, ON

- Tested electronic devices against defined quality standards, diagnosed functional defects, and proposed process improvements that reduced error rates and enhanced overall product quality.
- Reported technical issues to team leads and collaborated on procedure refinements, applying structured problem-solving and communication skills applicable to IT team environments.
- Maintained accurate inventory and defect documentation records throughout high-volume operations, reinforcing data reliability and attention to detail.

ADDITIONAL EXPERIENCE

- **Product Process Specialist — Best Buy Canada** | Managed product intake, system-based inventory tracking, and operational accuracy in a technology-focused retail setting.
- **Merchandiser — Puma Canada Inc.** | Coordinated product placement and documented planogram compliance, building organizational and detail-oriented skills.
- **Grocery Clerk — Loblaws** | Delivered consistent service and maintained stock accuracy in a high-traffic environment, reinforcing time management and reliability.