

Raatik Sharma

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Summary

Cybersecurity-focused IT professional with hands-on experience in technical support, incident handling, and end-user security training. Skilled in developing engaging awareness content, facilitating cybersecurity best practices, and communicating complex concepts to diverse audiences. Currently pursuing Security+ certification and passionate about building security-conscious cultures through education and process improvement.

Certifications

- CompTIA Security+ In progress | Expected July 2025
- ISC2 CC (Certified in Cybersecurity) | March 2025
- Microsoft Azure Data Fundamentals | June 2023
- Microsoft Azure Fundamentals | June 2021

Experience

Unimatrix Computer Solutions | Helpdesk/Engineer | May 2024 – Present

- Provide Tier 1 technical support and incident triage in ServiceNow, managing tickets for security-related account and software issues.
- Assist with Active Directory account administration and enforce basic security hygiene among users through coaching during troubleshooting.
- Document and escalate complex security issues while contributing to internal knowledge base for awareness and training.

Queen's University | IT Intern | May 2021 – May 2022

- Provided first-level technical support to students and staff, resolving software, and account access issues while documenting resolutions for a staff member on vacation.
- Navigated complicated support interactions by using clear, empathetic language, frequent status updates, and confirming understanding at each step, quickly building trust even when immediate resolution wasn't possible.
- In a group, we designed an autonomous driver examination system to enhance the speed and fairness of driving tests using a four-dashcam setup, an onboard diagnostics (OBD) device, and an advanced computer vision model using Python.
- Developed and delivered training materials on cybersecurity best practices, including recognizing phishing emails and mitigating social engineering attacks, to enhance employee awareness and reduce security risks.
- Edited educational videos using Camtasia, enhancing learner engagement through clear scripting and visual storytelling.
- Ran Nessus scans on the ADES platform, patching WordPress file-upload, SQLi, and MD5 flaws (CVSS 7.5-8.8) and migrating to bcrypt.
- Leveraged R (programming language) to analyze and visualize survey data for course development, ensuring data-driven decisions.

- In a team, we created a GUI to classify movement data from a CSV file, leveraging Python scripting and data analysis to predict motion types (walking or running).
- Coordinated IR for a Python-based motion-classifier GUI, halting phishing data-exfiltration and embedded malware using open- source tools.
- In a group, we built an obstacle avoiding vehicle with the use of various sensors including ULTRASONIC and INFRARED reflective sensors using the Arduino Programming Language.
- Held risk management for an Arduino obstacle-avoidance vehicle and mitigated risks through redundancy and continuous testing.

SSR TECH CONSULTING INC. | Video Editor/Media Assistant | May 2019 – August 2019

- Managed 15+ media projects, delivering on time and within scope using Agile prioritization.
- Partnered with stakeholders to align deliverables with objectives, improving client satisfaction by 30%.

Skills

Hard Skills: Security awareness training development (phishing, social engineering), Nessus scanning and vulnerability management, Infographic/video content creation using Camtasia, Knowledge of CIS, NIST CSF, ISO 27001, PCI DSS, Survey analysis using R for training feedback loops

Tools & Platforms: ServiceNow, Active Directory, Office 365, Camtasia, TeamViewer, VPN setup/troubleshooting

Soft Skills: Clear communication, Empathy with non-technical users, Team collaboration, Time management

Education

Queen's University (Kingston, ON) | Bachelor of Applied Science (Computer Engineering) | 2018 – 2024