Tanmay Teckchandani

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PROFESSIONAL EXPERIENCE

Network Analyst – Sun Life Financial; Waterloo, CA   2021-2023
- Deployed **250+ firewall rules** in a quarter with **zero downtime**, ensuring uninterrupted service delivery and aligning with business continuity objectives.
- Upgraded **20+ BlueCat DNS servers** in one weekend, securing connectivity for **20,000+ employees worldwide**, directly supporting global operational goals.
- Conducted root-cause analysis for **100+ network issues**, reducing downtime and **improving service reliability by 25%**, leading to measurable productivity gains.
- Automated network configuration tasks for **50+ F5 Load-balancers** using custom scripts within the first week, **reducing manual tasks by 50%** and improving overall efficiency.
- Resolved Tier 1 LAN, WAN, Firewall, DNS, and wireless incidents, configuring Cisco and F5 devices to maintain **99% business uptime**.
- Recognized with a **4% salary increase in 6 months** for exceptional performance, fostering stronger team cohesion and operational efficiency.

Junior IT Support - Collega International Inc; Toronto, CA   2019-2020
- Provided IT support for 200+ Windows and mac users, achieving an **85% satisfaction rate** through effective communication and swift resolution of technical issues.
- Automated Windows 10 workstation deployments, improving onboarding efficiency by 75% and enabling faster employee productivity.
- Enhanced printer network compatibility, **boosting productivity by 90%** and reducing downtime in key operational areas.
- Administered **Active Directory and Office 365** for 200+ users, reinforcing access control and security measures.

Freelance IT Support & Independent Projects; Remote
2023–2025
- Completed 20+ labs on TryHackMe and 2+ labs on Hack The Box, gaining skills in network enumeration, vulnerability scanning, and exploitation basics. **Completed Google Cybersecurity Professional Certificate (2024) and currently preparing** for **HTB Certified Junior Cybersecurity Analyst (CJCA)** and **CompTIA Security+**.
- Delivered IT support services for **100+ individuals and small businesses**, including website creation, hardware upgrades, software troubleshooting, and network setup.
- Built 5+ Python and Bash scripts for network scanning and port analysis to assist with security testing and troubleshooting**.**

Network Operations Analyst Intern – Sun Life Financial; Waterloo, CA   2018-2018
- Automated network configuration for **50+ F5 Load Balancers**, cutting manual effort by 50% and freeing team resources for higher-priority projects.
- Implemented **50+ DNS changes bi-weekly** with zero errors, enhancing customer experience and meeting SLAs consistently.
- Developed iRule scripts for **secure HTTP-to-HTTPS redirection** across 1,000+ virtual servers, bolstering compliance with internal security standards.
- Identified and disabled vulnerable TLSv1 protocols on 20+ devices using Wireshark, ensuring alignment with **industry best practices and compliance regulations**.

PRACTICAL PROJECTS

Network Toolkit (Python)   2025
Automated tool for scanning networks and retrieving connected device details.
TCP Port Scanner (Bash Script)   2025
Scans a range of TCP ports to identify open/closed ports for security checks.
Blog (Astro, Tailwindcss, Typescript, Markdown)   2025
To share insights on cybersecurity and networking. Work in progress

CERTIFICATIONS

Comptia Security+ (in progress)   2025
HTB Certified Junior Cybersecurity Analyst (in progress)   2025
Google Cybersecurity Professional Certificate   2024
AWS Cloud Quest: Cloud Practitioner   2023
Foundations of Operationalizing MITRE ATT&CK   2021

EDUCATION

Conestoga College   **Kitchener, Canada**
Post Graduate Certificate in Computer Application Security   August 2018
Post Graduate Certificate in Computer Application Development   April 2017
M.S. University   **Vadodara, India**
Post Graduate Diploma in Computer Application   May 2016
Navrachana University   **Vadodara, India**
Bachelor of Computer Applications   May 2014

SKILLS & OTHERS

Technical: Network Support & Troubleshooting, Firewall Management, Routing & Switching, Threat Detection & Response, Incident Analysis, VPN Troubleshooting, Python, Bash, Linux administration, Active Directory, Security Procedures Documentation, Compliance (GDPR, ISO 27001 basics).
Tools: Checkpoint, F5, Cisco, BlueCat, Wireshark, Aruba, ScienceLogic, ServiceNow, Bash, SecureCRT, AWS, Airwave, VMware, VirtualBox, Nmap, Splunk, MS Sentinel, ELK Stack
Human Skills: Team Collaboration, Cross-Department Communication, Problem-Solving, Adaptability in Fast-Changing Environments, Customer Service Orientation, Technical Documentation & Knowledge Sharing.