

SUFIAN ADNAN

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PROFESSIONAL EXPERIENCE

Flat 6ix Sales

Vaughan, ON, Canada

IT Support Specialist

June 2025 - Present

- Acted as the sole IT authority for the dealership, independently managing all infrastructure, software, and technical support decisions.
- Delivered end-to-end support for 8 workstations, maintaining stable network connectivity and minimizing system downtime.
- Configured and troubleshooted printers, iOS mobile devices (iPhones), and smart security systems including Ring cameras, garage sensors, and door monitors, while performing basic mobile device management (MDM) tasks to ensure seamless connectivity and functionality.
- Administered DealerCenter software to support dealership operations including sales, inventory, and customer management.
- Maintained and updated all network hardware and devices to ensure secure, high-availability communication.
- Managed IT operations such as mobile service plans, billing, software updates, and device lifecycle management.

Liberty Mutual

Toronto, ON, Canada

IT Specialist

August 2024 - May 2025

- Supported 300+ employees nationwide with IT and cybersecurity solutions via Jira, resolving 1100+ tickets while maintaining 5-star satisfaction, 99.89% SLA adherence, and full service compliance.
- Managed Identity and Access Management (IAM) for all new hires using SailPoint, provisioning AD and LDAP groups to ensure secure, compliant onboarding.
- Collaborated with 10+ peers in team meetings to foster a positive work environment and improve productivity by 20% through open feedback and process alignment.
- Implemented 30+ Jira automations to streamline workflows and approval processes, reducing manual effort by 40%.
- Led documentation improvements for onboarding, training, and knowledge sharing, which enhanced team efficiency and reduced support time.
- Executed testing procedures for new process rollouts, minimizing operational impact and achieving a 99% compliance rate with internal standards.
- Authored detailed documentation and process guides to clarify project requirements, reducing recurring support requests by 30% and saving ~20 hours/month.
- Created over 20 Python scripts to automate routine tasks, improving operational efficiency and cutting manual workloads by 50+ hours per month.

SharpITS

Toronto, ON, Canada

Information Technology Support Analyst

July 2023 - July 2024

- Resolved technical issues through ServiceNow, providing timely and effective solutions to support internal end-users.
- Proactively followed up with employees to confirm issue resolution, maintaining high levels of customer satisfaction.
- Delivered first-line technical support via ticketing system, phone, and email, handling a broad range of account and system-related issues.
- Created and managed user accounts in Active Directory, offering support for account provisioning, lockouts, and password resets.
- Documented all changes and updates within ticketing systems and inventory tools to maintain accurate records and audit trails.
- Tracked, routed, and escalated incidents to the appropriate teams, ensuring efficient resolution and minimizing downtime.
- Assisted in onboarding and training internal teams and end-users, enabling self-service support and reducing recurring issues.
- Utilized Power BI, predictive analytics, and statistical techniques to analyze IT performance trends and support data-driven decisions.

CERTIFICATIONS

- Google Cloud Cybersecurity
- Microsoft Cybersecurity Analyst Specialization
- IBM Data Science
- Google Cybersecurity Certificate
- Google IT Support Certificate
- Proofpoint Certified Ransomware Specialist 2025

EDUCATION

Seneca Polytechnic
Bachelor's, Information Technology and CyberSecurity

September 2020 - August 2025

PROJECTS & OUTSIDE EXPERIENCE

Home Lab – Cybersecurity & Infrastructure Testing

Toronto, ON, Canada

December 2020 - Present

- Built a virtualized lab using Proxmox VE to deploy and manage isolated Windows and Linux VMs for testing cybersecurity tools.
- Deployed and configured Wazuh SIEM with agents to monitor logs, detect brute-force attacks, and validate alerting rules.
- Simulated security events and analyzed correlated data using Zeek, Wazuh, and Suricata across test networks.
- Compared log ingestion and dashboards using Splunk Free with real-world security logs from Zeek and Wazuh.
- Used Docker Compose to quickly deploy tools like TheHive, Elasticsearch, and auxiliary services for testing workflows.
- Automated endpoint activity and log parsing with Python scripts to test alert logic and response scenarios.
- Used So Far: Wazuh, Proxmox, Zeek, Docker, Splunk, VirtualBox, Python, Windows Server, Ubuntu, Vmware, Kali, CentOS, ParrotOS, ElasticSearch

Liberty Audit Toolbox

Toronto, ON, Canada

Internal Tool for Department Audits and Asset Tracking

January 2025 - April 2025

- Created a comprehensive toolbox to support audits related to department changes, ensuring accurate deployment and management of corporate phone numbers in Microsoft Teams.
- Addressed HR mismatches during access reviews by identifying users who retained inappropriate access after internal moves where updates weren't communicated to IT.
- Built automated asset tracking using ServiceNow and Microsoft Graph API, streamlining employee asset management and improving operational efficiency.
- Generated detailed documentation outlining project processes, functionalities, and user guidelines to support effective implementation.
- Reduced time spent on manual data entry and repetitive tasks, saving an estimated 30+ hours per quarter for a 300+ employee organization.
- Improved accuracy and compliance by enabling consistent monitoring and updating of employee information.
- Delivered comprehensive Confluence documentation and instructional video walkthroughs to support user onboarding and adoption.
- Developed the tool using Python as a CLI application, with an ongoing project to build a GUI for enhanced usability.

AMEX Dashboard

December 2024 - March 2025

Liberty Mutual Insurance - IT Analyst

- Developed a financial dashboard using the AMEX API to retrieve corporate card details like balances and delinquency fees, automating user outreach.
- Integrated Microsoft Graph API and company tokens to detect discrepancies in employee names using Regex and Fluff.
- Automated email notifications from a shared corporate mailbox to employees, managers, and SLT based on Excel VBA settings.
- Utilized Azure for secure token hosting and Agile methodology with scrums and Kanban boards to track project progress.

Seneca Scanner Phishing Exploit

April 2024 - April 2024

- Developed an educational phishing simulation tool disguised as a malware scanner to demonstrate real-world social engineering risks.
- Created realistic fake login pages for PayPal, GitHub, Outlook, and Instagram, capturing credentials to highlight how phishing attacks operate.
- Presented live demonstrations to showcase how attackers exploit user trust and poor security practices.
- Delivered detailed explanations of phishing tactics and promoted cybersecurity awareness and best practices to non-technical audiences.
- [*Link to project*](#)

SKILLS

Technical Skills: Business Analytics, Git, HTML/CSS, Python, CloudForge, Nexthink, Salesforce, Docker, zeek, Node.js, JavaScript, Power BI, Sharepoint, Excel/Numbers/Sheets, SailPoint, PowerShell, Bash, SQL, Visio

Cybersecurity and IT: Jira, Splunk, Threat Detection & Response, IAM, MFA, RBAC, SailPoint, LDAP, ServiceNow, ITSM, MDM, VM, Log Analysis, Elasticsearch, Burp Suite, Development Operations (DevOps), Incident Response