

ELGIE AUMAN

Regina, Saskatchewan | +1 639-382-7823 | elgie.auman@outlook.com |
www.linkedin.com/in/elgie-auman

PROFESSIONAL SUMMARY

Aspiring cybersecurity professional currently completing a Cybersecurity Diploma at ABM College. Hands-on experience in network infrastructure, SOC operations, scripting, and security tools. Over 2 years of IT support background, combining strong troubleshooting skills, process compliance, and client service. Seeking an internship to apply technical skills in real-world cybersecurity operations.

TECHNICAL SKILLS

- **Cybersecurity & Networking:** Active Directory Domain Services (ADDS), DNS, DHCP, Group Policy Objects (GPOs), Identity Access Management (IAM), Security Information & Event Management (SIEM – Splunk), Incident Response, CompTIA Security+ concepts, SOC operations, Cybersecurity Risk Management, Data Loss Protection (DLP), Vulnerability Management.
- **Cloud & Systems:** Windows Server, Microsoft Azure, VMware, Citrix, Remote Access Tools.
- **Programming & Scripting:** Python (DDoS simulation), PowerShell, Linux shell scripting.
- **Networking Tools:** Cisco Packet Tracer, VLAN configuration, routing protocols.
- **Productivity & Support Tools:** Microsoft Office 365, ServiceNow, Freshdesk, JIRA.

PROJECTS & PRACTICAL EXPERIENCE

- **Microsoft Network Infrastructure Deployment** – Built a full enterprise environment using Windows Server & Azure; configured ADDS, DNS, DHCP, and GPOs for centralized administration.
- **Python Cybersecurity Simulation** – Created a controlled DDoS attack simulation to test detection and mitigation strategies.
- **Automation & Scripting** – Developed Linux shell and PowerShell scripts for log analysis, system monitoring, and admin automation.
- **Campus Network Design** – Designed and implemented a simulated two-location campus network in Cisco Packet Tracer with VLAN segmentation, routing, and redundancy.
- **SOC Operations with Splunk** – Built dashboards to monitor CPU, memory, disk usage, and inbound/outbound traffic in real-time; implemented alerting for performance anomalies.
- **Cybersecurity Foundations** – Completed core courses covering Security+ concepts, SOC workflows, and incident response best practices.

PROFESSIONAL EXPERIENCE

- **Assistant Phlebotomy Technician**
Grifols Plasma Donation Centre, Regina, SK
Nov 2024 – Present
 - Calibrate and maintain NexSys PCS plasmapheresis machines to ensure safe donor operations.
 - Maintain cleanliness and compliance with health regulations between donor sessions.
 - Accurately document procedures in line with regulatory standards.

- **Warehouse Operator**

Loblaw Distribution Centre, Regina, SK

Sept 2022 – Oct 2024

- Operated electric pallet jacks and high-reach forklifts to pick and assemble shipments.
- Ensured accuracy and efficiency while meeting productivity targets.
- Followed safety and operational protocols in a fast-paced distribution environment.

- **Service Desk Analyst – IT Support Technician**

Cognizant Technology Solutions, Philippines

Dec 2019 – Jun 2022

- Delivered Tier 1 IT support to 30-50 end users daily, resolving hardware, software, and network issues.
- Managed 50–100 service tickets weekly via ServiceNow/Freshdesk, maintaining SLA compliance.
- Administered accounts via Active Directory and supported VPN, Microsoft Office 365, and shared printers.
- Escalated complex cases to Tier 2 teams to ensure timely resolution.
- Consistently achieved 97%+ customer satisfaction rating.

EDUCATION

- Cyber Security Diploma | ABM College
Calgary, Alberta (Expected Sept 2025)
- Bachelor of Science in Biology | Adventist University of the Philippines
Cavite, Philippines (May 2019)