

Yuvin Walker

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PROFESSIONAL SUMMARY

IT Support and Network professional with hands-on end-user and hardware support experience for a manufacturing plant with 1,200+ users. Skilled in hardware and software troubleshooting, hardware upgrades, network connectivity issues, user onboarding, inventory tracking, and vendor repair coordination, with accurate ticket handling and documentation through to resolution. Holds a BEng in Computer Network and Security, postgraduate credentials in Cybersecurity and IT Project Management, and Certified Ethical Hacker (CEH) v10. Dependable, accountable, and practical in resolving problems for end users and IT teams.

CORE SKILLS

- **On-Site End-User Support:** Hardware and software troubleshooting, hardware upgrades and installations, peripherals and printers, user onboarding, user training and guidance
- **Network Support:** Network troubleshooting and monitoring, connectivity issues, TCP/IP, DNS, LAN/WAN concepts, VPN, network infrastructure upgrades, network documentation
- **Incident and Request Management:** Ticketing systems, prioritization by urgency and impact, timely response, documentation and escalation of unresolved issues
- **Inventory and Asset Management:** Inventory tracking, equipment and spare parts management, supplier and vendor coordination, hardware repair coordination
- **Security and Systems:** Cybersecurity practices, ethical hacking, digital forensics, Python, Linux (Ubuntu, Kali), Docker, cloud security fundamentals (AWS)
- **Professional:** Problem-solving, communication, ownership and accountability, teamwork, project management

PROFESSIONAL EXPERIENCE

System and Cybersecurity Specialist | Auxcura Inc Present

IT Support Specialist (L1) | MAS Active Linea Intimo, Colombo, Sri Lanka 03/2022 – 07/2023

- Provided on-site technical support and troubleshooting for hardware and software issues for a manufacturing plant with 1,200+ users.
- Troubleshoot hardware faults and coordinated with vendors and service providers to arrange repairs for end users.
- Handled help desk tickets, prioritizing by urgency and business impact and following incidents through to resolution.
- Managed inventory, suppliers, and acquisitions to keep equipment and spare parts available.
- Onboarded new users and gave hands-on guidance and technical demonstrations.
- Monitored the network and coordinated network infrastructure upgrade projects.

Network Support Engineer (L1) | Exetel Pvt (Ltd), Colombo, Sri Lanka 08/2021 – 01/2022

- Investigated and resolved network-related problems and user connectivity issues, responding promptly to support requests.
- Monitored network performance to maintain optimal service levels.
- Created detailed documentation of network configuration and setup processes.

EDUCATION

Postgraduate Degree: Cybersecurity and Threat Management | Seneca College 04/2025

Postgraduate Degree: IT Project Management | Seneca College 04/2024

Bachelor of Engineering: Computer Network and Security | Staffordshire University 06/2021

CERTIFICATIONS

- Certified Ethical Hacker (CEH) v10
- AWS Academy Graduate – AWS Academy Cloud Security Foundations
- C5W-100 Introduction to Digital Forensics

PROJECTS

Android Forensics Tool for E-Commerce Apps (Final Year Project) | Python, ADB 06/2021

- Designed and built a Python command-line digital forensics tool (Forensic Raptor) that extracts a full Android non-volatile memory image over ADB and analyzes it for e-commerce application data using custom regex patterns.
- Verified evidence integrity with SHA-512 hash checksums, generated case-based reports, and added device properties, contact list, and battery health extraction; tested on Kali Linux (analyzed a 29 GB image in about 45 minutes).

Self-Hosted Home Lab | Ubuntu, Docker

- Building and maintaining an Ubuntu server running containerized services with Docker, including Pi-hole DNS filtering and a WireGuard-based VPN.