




Shuronjit Biswas Sumon

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 [Shuronjit Biswas Sumon](#)

☰ Profile

I am experienced IT professional with a strong background in technical support and penetration testing. As a Junior IT Support Analyst at Afficher Australia and a Freelancer IT Support & Penetration Tester on Fiverr, I have honed my skills in troubleshooting hardware, software, and network issues, while conducting comprehensive security assessments. I embrace challenges as catalysts for continuous development and improvement. With an adaptable and amiable personality, I easily immerse myself in diverse work environments and readily embrace different organizational cultures.

☰ Employment History

Junior IT Support Analyst (January 2022 – February 2023)
Afficher Australia, Sydney

Afficher Australia is a business services company in Australia with extensive experience in community-based marketing. Its marketing firm specializes in catering to all community marketing needs.

. My responsibilities in **Afficher Australia** are:

- Provided technical support to end-users via phone, email, and in-person, troubleshooting hardware, software, and network issues.
- Installed and configured computer systems, software applications, and other devices.
- Assisting with the setup and maintenance of network infrastructure and equipment.
- Responding to user inquiries and service requests promptly and professionally.
- Assisting in the implementation and deployment of new IT solutions or upgrades.
- Conducting system backups and ensuring data integrity and security.
- Collaborated with senior IT professionals to resolve complex technical issues and escalations.
- Documented and maintained accurate records of all support activities in the ticketing system Jira.
- Troubleshoot and resolve technical problems reported by users in Windows OS & Mac OS.
- Assisted in the administration of Active Directory, including user account management and permissions.
- Documenting and maintaining records of technical issues and solutions.
- Keeping up to date with emerging technologies and trends in the IT industry.

Working Rights: Australian Permanent Resident

Freelancer IT Support & Penetration tester (January 2021 – January 2022)
Fiverr

Fiverr, a multinational online marketplace for freelance services, offers a vast platform that connects talented freelancers with individuals or businesses seeking their expertise. As a Freelancer IT Support & Penetration Tester within Fiverr, I had the opportunity to work on diverse projects and contribute to the success of numerous clients.

My responsibilities in ***Fiverr*** are:

- Providing IT support: Assisting clients with technical issues related to software, hardware, and networks. This may involve troubleshooting problems, offering solutions, and guiding clients through the resolution process.
- Conducting penetration testing: Assessing the security of clients' systems and networks by performing vulnerability assessments, penetration tests, and ethical hacking activities. Identifying and exploiting vulnerabilities to determine the effectiveness of existing security measures.
- Reporting and documentation: Creating comprehensive reports detailing the findings of penetration tests, including identified vulnerabilities, their potential impact, and recommended remediation strategies. Maintaining documentation of test methodologies, results, and any proposed security enhancements.
- Security best practises: assisting clients in enhancing their security. This may involve the installation of security controls, the mitigation of risks, and the dissemination of security best practises.
- Collaborating with clients: Engaging in effective communication and collaboration with clients to understand their specific IT support and security needs. Working closely with them to address concerns, answer queries, and deliver high-quality services.
- Staying updated with industry trends: Keeping abreast of the latest advancements, techniques, and emerging threats in IT support and penetration testing. Continuously learning and upgrading skills to adapt to evolving security challenges.
- Maintaining professionalism and confidentiality: Adhering to ethical standards and maintaining client confidentiality throughout all engagements. Upholding the trust and integrity of the company and its clients.

Internship Trainee (February 2021 – October 2021)

Arena Web Security

- Experience in using following tools - NMAP, Burp Suite Pro, Metasploit, Nikto, Dirb, w3aF, John the Ripper, Wireshark, Acunetix and Strong understanding of penetration testing processes/procedures.
- Direct or equivalent experience in areas of penetration testing, exploit development, Vulnerability research and fuzzing
- Experience in interpreting penetration testing security assessment results and formulate a risk decision
- Experience of using Open-Source tools for penetration testing which could include Nmap, Nessus, Metasploit, Kali Linux, Burp Suite Pro and similar
- Strong understanding of network protocols, design, and operations
- Demonstrated understanding of private sector, or other large organization, security, and IT infrastructures

≡ Technical Skills

- Troubleshooting: Ability to diagnose and resolve hardware, software, and network issues.
- Computer Systems: Experience in installing, configuring, and maintaining computer systems and peripherals.
- Network Infrastructure: Knowledge of setting up and maintaining network infrastructure and equipment.
- System Backups: Proficiency in conducting system backups and ensuring data integrity and security.
- Active Directory Administration: Experience in user account management and permissions within Active Directory.
- Emerging Technologies: A track record of staying updated with emerging technologies and trends in the IT industry.

≡ Other Skills

- Operating Systems: Proficiency in troubleshooting and resolving technical problems in both Windows and macOS.
- Ticketing Systems: Experience with using ticketing systems like Jira to document and maintain records of support activities.
- Security Tools: Familiarity with security tools and techniques used in penetration testing, vulnerability assessments, and ethical hacking.
- Documentation: Ability to create comprehensive reports detailing the findings of penetration tests and recommended remediation strategies.
- Communication and Collaboration: Skill in effective communication and collaboration with clients to understand their needs and deliver high-quality services.

[Working Rights: Australian Permanent Resident](#)

☰ Education

Advanced Diploma of Information of Technology (Cyber Security)

South Sydney College, Sydney, Australia. Completed: 2023

Key Subjects: Ethical Hacking, Penetration tools, Windows Server installation, Cyber Security Awareness.

Diploma of Information of Technology (Cyber Security)

South Sydney College, Sydney, Australia. Completed: 2022

Key Subjects: Client Interaction, Team Management, Virtualized Cyber Security Infrastructure Design

Bachelor of Social Science in Media Studies & Journalism

University of Liberal Arts Bangladesh, Dhaka, Bangladesh. Completed: 2016

Minor in Computer Science Engineering (CSE)

Key Subjects: Journalism, Report writing, Web Technology, E-commerce technology, Ethical hacking.

Master of Governance Studies

University of Dhaka, Bangladesh. Completed: 2018

Certificate IV in Security Management

Australian Academic Solutions, Australia, Completed: 2023

Certificate II in Security Operations

Multisec Training, Sydney, Australia, Completed: 2020

☰ Certifications

- Google Technical Support Fundamentals, Issued: July 2022
- AWS Cloud Technical Essentials, Issued: July 2022
- Arena Web Security (Certified Ethical Hacker) Issued: Sep 2021
- Hackingflix (Certified Cyber Warrior) Issued: Aug 2021
- Skill Up (Ethical Hacking for beginners) Issued: Jul 2021
- Simplilearn (Introduction to Cyber Security) Issued: Jul 2021
- Udemy (Offensive Hacking Unfolded- Become a Pen Testing Pro in 2021) Issued: Jul 2021
- MSB Academy (Certified Ethical Hacker) Issued: Jun 2021
- First Aid Certification HLTAID003 with CPR (2020)

☰ References

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