

# Manh Duc Nguyen (Duke)

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## CO-OP WORK EXPERIENCE

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### ***Cybersecurity and IT Risk Analyst, Royal Bank of Canada***

Toronto, Ontario | Jan 2024 – Aug 2024

- Performed comprehensive access reviews (annual audits and role-based recertifications) for applications and Windows Servers to maintain secure, compliant controls that monitor, identify, and mitigate cyber threats.
- Developed and enforced security policies and robust access control frameworks aligned with ISO 27001, NIST, and CIS standards—leveraging advanced tools (EDR, IDS/IPS, PAM, SIEM, vulnerability scanners) to enhance threat detection and risk management.
- Collaborated with tech teams to deploy and integrate security solutions, reducing unauthorized access (e.g., Printing Services) and updating lifecycle statuses of outdated applications.
- Analyzed IT risk trends using Archer data, presenting actionable recommendations to GAM Tech Management and providing detailed documentation to support audit compliance.
- Led Business Impact Analysis (BIA) sessions with senior management to define critical processes and recovery objectives, bolstering business continuity and disaster recovery.

### ***IT Security and Risk Analyst, City of Brampton***

Brampton, Ontario | May 2023 – Dec 2023

- Led security incident management responses and mitigated risks in line with ISO 27001, NIST, and CIS Controls by monitoring and addressing corporate device vulnerabilities using Microsoft Defender for Endpoint API.
- Automated key processes with PowerShell (including ServiceNow offboarding ticket processing) to improve efficiency and support secure IT practices.
- Managed employee onboarding and device configuration for Defender integration, assisting in the deployment of security solutions.
- Directed a targeted phishing campaign, analyzing trends via Power BI to enhance security awareness and deliver targeted training.

### ***Information System Technician, Ministry of Natural Resources***

Peterborough, Ontario | May 2022 – Aug 2022

- Compiled, cleaned, and merged data reports from multiple sources to resolve discrepancies and ensure data integrity.
- Analyzed and optimized data storage with Advanced Find queries, uncovering insights to improve system performance and support IT security controls.
- Refined database structures by eliminating redundant elements, enhancing efficiency, and reducing potential risks.
- Resolved a significant SharePoint issue by organizing over 500 communication records, improving data accuracy, and bolstering IT security for new applications.
- Documented key data elements for MFTIP and CLTIP programs, contributing to the effective review and development of IT security measures.

## CORE COMPETENCIES

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### ***ISC2 Cybersecurity Certifications: Associate CISSP, Certified in Cybersecurity (CC)***

***Technical Skills:*** ITIL, Excel, Word, PowerPoint, MySQL, DB2 SQL, XML, PHP, HTML, SailPoint IdentityIQ, CyberArk, ServiceNow, Jira, Archer, Wireshark, PowerBI, Python, PowerShell, JavaScript, UNIX, Sentinel, SIEM, Google Cloud, Splunk, Ansible, LLM AI, OWASP ZAP, Entra ID, Active Directory

## EDUCATION

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### **Toronto Metropolitan University**

Toronto, Ontario | Sep 2021 – Apr 2025

**Bachelor of Science (Honours), Computer Science Co-op:** Graduate with Distinction