

Heavin Tekriwala

Relocating to Queensland, Australia

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PROFESSIONAL SUMMARY

IT Support Engineer with hands-on experience across end-user support, Active Directory, networking, cloud services, and security operations. Proven ability to troubleshoot complex technical issues, support network and email security monitoring, and work within enterprise environments including government and healthcare. Seeking Tier 2 IT Support, Network Support, or Junior SOC Analyst roles with a strong interest in cybersecurity and infrastructure.

TECHNICAL SKILLS

Operating Systems: Windows 10/11, Windows Server, Ubuntu

Networking: TCP/IP, DNS, DHCP, VLANs, Network Segmentation

Security: MFA, Access Control, Darktrace, VPN (Cloudflare, Cisco Umbrella, SonicWall)

Identity: Active Directory, Azure AD (Entra ID)

Cloud: Microsoft Azure (VM deployment)

Tools: Microsoft 365, SysAid, Dameware, TeamViewer

PROFESSIONAL EXPERIENCE

End User Support Engineer (IT)

Spokane Tribe of Indians – IT Department, USA

Jun 2024 – Present

- Delivered Tier 1–2 technical support across hardware, software, and networking issues, resolving 5–15 tickets per day
- Diagnosed and resolved Windows OS, application, network, and VPN issues
- Managed Active Directory including account creation and access control
- Supported Microsoft 365 administration including MFA enforcement
- Supported IT operations across mission-critical facilities (Police & IHS Clinic)
- Supported deployment and lifecycle management of 50+ workstations and 50+ VoIP phones
- Monitored Cisco Meraki dashboard and investigated connectivity issues
- Reviewed and analyzed Darktrace security alerts to identify suspicious or blocked email activity
- Contributed to post-incident review of compromised user account activity
- Supported physical network infrastructure by terminating RJ-45 cables, configuring patch panel connections, verifying switch port assignments, and testing end-to-end connectivity
- Troubleshoot network hardware including switches and access points
- Supported network segmentation between secure and public environments

Server & Network Administration Intern

Rockwood Retirement Community, USA

Oct 2023 – Mar 2024

- Supported configuration and troubleshooting of Cisco switches including VLANs and basic network routing
- Assisted with Windows Server administration, Hyper-V virtualization, and Microsoft Exchange environments
- Performed desktop, printer, and network troubleshooting across internal departments
- Supported patching, system updates, and infrastructure maintenance tasks
- Escalated complex infrastructure issues to senior administrators for resolution

PROJECT EXPERIENCE

- Assisted with Cloudflare VPN deployment and secure remote access configuration
- Supported public sector network transitions at police and healthcare facilities
- Built Active Directory home lab with DNS, DHCP, and GPO management
- Deployed Azure VM and configured Apache web server

EDUCATION

Bachelor of Science (BS) in Applied Technology

Eastern Washington University (EWU), USA

Expected Graduation: 2026

Associate of Applied Science (AAS) – IT Systems

Spokane Falls Community College, USA

CERTIFICATIONS

CompTIA Security+ (SY0-701) - In Progress

Expected Completion: 2026