PHILIPS RHOGUNS

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IT Support Analyst | Help Desk / Service Desk | Windows, macOS, Microsoft 365 | CompTIA Security+

SUMMARY

Computer Science student with experience in a 24/7 campus operations centre: taking calls, logging and escalating incidents in a ticketing system, and training new staff. CompTIA Security+ and Microsoft Power Platform certified. Comfortable supporting Windows and macOS workstations, Microsoft 365, Active Directory, and Intune, troubleshooting connectivity and peripherals, and explaining technical steps clearly to people who are not technical. Looking for a help desk, IT support, or systems analyst role in Toronto.

CERTIFICATIONS

CompTIA Security+
AWS Certified DevOps Engineer – Professional
Microsoft Certified: Power Platform Developer Associate (PL-400)
Google Cybersecurity Professional Certificate

SKILLS

Workstation support: Windows 10/11, macOS, laptop setup and imaging, software installation and patching, printers and peripherals, mobile devices (iOS, Android), remote and in-person troubleshooting
Microsoft 365 and applications: Exchange Online, Outlook, Teams, SharePoint, OneDrive, Word, Excel, PowerPoint; Google Workspace, Zoom, Slack
Systems and networking: Windows Server 2022, Active Directory, Group Policy, Intune, Linux (Ubuntu), LAN/WAN, TCP/IP, DNS, DHCP, Wi-Fi, VPN, VLANs
Ticketing and automation: osTicket, incident management systems, Tier 1 and Tier 2 triage, Power Apps, Power Automate, PowerShell, Python
Security: CompTIA Security+, SIEM (Wazuh, Microsoft Sentinel), alert triage, incident documentation

EXPERIENCE

Security Operations Centre Team Lead | York University, Toronto, ON *Mar 2023 – Jan 2025*

- Led a shift of control room operators across two campuses, around the clock, for a campus community of more than 50,000 students and staff.
- First point of escalation for anything the operators could not resolve.
- Trained new operators on standard operating procedures, the CCTV and access control systems, radio procedure, and escalation paths, and kept them updated on the status of open incidents.
- Reviewed and signed off on operators' incident reports and shift logs; wrote the reports for serious incidents myself.
- Logged equipment faults (cameras, door readers, alarm panels, workstations) and chased repairs with the university's technical support teams.

Security Control Room Operator | York University, Toronto, ON *Jul 2022 – Mar 2023*

- Answered emergency and non-emergency calls, logged each one in the incident management system, and escalated according to procedure. A lot of the job was explaining next steps clearly to callers under stress.
- Monitored CCTV, door access alerts, and alarm panels; dispatched mobile security units by radio.

PROJECTS

Windows Help Desk Lab *Windows Server 2022, Active Directory, Group Policy, Intune*

- Windows Server 2022 domain with OUs, users, groups, and Group Policy for password rules, drive mapping, and software restrictions.
- PowerShell scripts for bulk user creation and offboarding. Windows 11 VMs enrolled in Intune with compliance policies.
- Ran an osTicket queue against the lab and worked the usual tickets: password resets, account lockouts, printer setup, Wi-Fi and VPN problems, software installs on Windows and macOS.

Security Incident Ticketing *Power Automate, Dataverse, Power Apps*

- Power Automate flows take alert emails from AWS SNS and the SIEM, create a Dataverse ticket, set severity, and notify the right person in Teams. A model-driven Power App sits on top for viewing, assigning, and closing tickets.

EDUCATION

Bachelor of Science, Computer Science | York University, Toronto, ON *Expected December 2026*