

Keshav Rao H

kesh.hrao@gmail.com | +1 (647) 463-2549 | Toronto, Canada | [LinkedIn](#) | [Portfolio](#) | [GitHub](#)

Professional Summary

Cybersecurity-focused IT professional with over 2 years of experience in production support and incident response, currently pursuing advanced studies in Cybersecurity. Demonstrates a strong foundation in automation, scripting, and technical problem-solving, with a track record of delivering reliable IT solutions. Currently working at Tim Hortons, showcasing adaptability and a solid work ethic in dynamic environments.

Skills

Languages: C++, Python, SQL, JavaScript

Tools & platforms: Splunk, ServiceNow, Power Automate, Shell scripting, Nmap, Burp Suite, Kali Linux, Microsoft 365

Frameworks: NIST CSF, MITRE ATT&CK Framework, CIS Controls, OWASP Top 10

Work Experience

Service Delivery Analyst I | Fidelity Information Services

Feb. 2022 – Apr. 2024

- **Incident Response & Escalation** – Actively monitored production environments to detect and respond to incidents; created detailed tickets, escalated issues to appropriate teams or clients when necessary, and led resolution efforts to minimize business impact.
 - **Disaster Recovery and SLA Compliance** – Successfully executed disaster recovery procedures during critical application downtimes, ensuring SLA adherence; maintained comprehensive DRP documentation and participated in annual policy reviews and updates.
 - **Microsoft Power Automate** - Developed automation flows which can create dummy transactions to validate functionality of the banking solution, and to create incident tickets on ServiceNow through MS Teams chat.
 - **PowerShell, Linux shell scripting** - Created scheduled reports displaying health of servers.
 - **Change Management** - Have experience in Incident Management leveraging **ServiceNow**. Experienced in handling change requests, performing technical change related tasks and can oversee all change activities.
-

Education

Loyalist College - Toronto, Ontario

May 2024 – Present

Ontario College Graduate Certificate in Cybersecurity

Reva University - Bangalore, India

Aug. 2018 – Nov. 2022

Bachelor of Technology in Computer Science

Overall GPA: 9.0

Projects

- **Cybersecurity Home Lab** – Created a virtual lab environment which is specifically designed as a test environment to practice and learn new technologies.
 - **Keylogger using Python** – A GUI based keylogger built to keep track of user's keyboard inputs while its running. Tkinter and Pynput were mainly used to develop this.
 - **MAC Address Changer** – Built using a python module Subprocess, this tool can modify the MAC address of any network interface on the system.
 - **Encryption Methods using Python** – Developed and deployed a Streamlit-based web simulation showcasing various encryption methods like .
-

Certifications

- **Certified in Cybersecurity (CC) from ISC2**
- MS Azure Data Fundamentals (DP-900)