Prajjwal Devkota

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Professional Summary

IT support professional pursuing a career in cybersecurity and incident response, with hands-on experience in endpoint protection, identity and access management, and network troubleshooting. Integrated Jamf Protect with Jamf Pro and automated access lifecycle workflows. Bring a programming background, a methodical approach to problem solving, and a strong commitment to continued cybersecurity learning.

Technical Skills

Endpoint Security: Jamf Protect, endpoint detection and response (EDR), behavioral threat detection, malware telemetry, FileVault, BitLocker, OS firewalls, security and compliance policies
Application Security: Snyk code vulnerability analysis
Identity & Access: Microsoft Entra ID, Active Directory, Okta, SAML SSO, SCIM provisioning, MFA, secure onboarding/offboarding
Systems & Networking: macOS, Windows 10/11, Jamf Pro/Composer, Microsoft Intune, Windows Autopilot, TCP/IP, DNS, DHCP, LAN/WAN, VPN, Wi-Fi troubleshooting
Scripting & Operations: PowerShell, Bash/Zsh, Python, REST APIs, Microsoft Graph, Azure DevOps, GitHub Actions, Ivanti, SOPs, knowledge-base documentation

Work Experience

Bond Brand Loyalty — Toronto, ON
Help Desk Analyst — *September 2025 – Present*

- Integrated Jamf Protect with Jamf Pro to enable real-time behavioral threat detection, malware telemetry, and centralized endpoint security visibility across the macOS fleet.
- Developed an internal dashboard for the Client Analytics team, using Azure DevOps in the development workflow and Snyk to analyze code for security vulnerabilities.
- Administer 100+ macOS endpoints through Jamf Pro and Composer, deploying software packages, configuration profiles, and FileVault encryption to maintain security baselines.
- Resolved macOS security software deployment blockers by updating Privacy Preferences Policy Control (PPPC/TCC) payloads and Bash scripts to enable required endpoint permissions.
- Administer cloud identity and SaaS access through Microsoft Entra ID, Okta, and Google Workspace; automate onboarding and offboarding using PowerShell, Microsoft Graph REST APIs, and Power Automate.
- Track and triage service tickets in Ivanti within SLAs, investigate hardware, software, identity, and connectivity issues, and collaborate with systems administrators on endpoint migrations and policy configuration.

EMCO Corporation — London, ON
IT Systems Analyst — *May 2024 – September 2024*

- Supported 300+ hybrid and on-site users through Ivanti and Active Directory; investigated endpoint and network issues and escalated unresolved cases to support teams and vendors with detailed logs.
- Provisioned and deployed 100+ Windows laptops using Autopilot and Intune, enforcing BitLocker encryption, OS firewall rules, and compliance policies.
- Automated device audits and stale endpoint tracking with PowerShell; authored 10+ SOPs for recurring incidents to improve documentation and knowledge sharing.

Ministry of the Solicitor General, Justice Technology Services — London, ON
IT Systems Assistant — *January 2023 – May 2023*

- Resolved time-sensitive login, network connectivity, and workstation issues in a high-security legal environment, supporting continuity of judicial operations.
- Managed Active Directory account provisioning and access resets in accordance with security policies; supported workstation deployments and system upgrades.

Selected Technical Project

Express Entry Data Analytics & REST API Service | GitHub

- Built a serverless REST API on Cloudflare Workers and automated data ingestion with GitHub Actions to fetch, parse, and structure datasets into JSON.

Certifications & Training

CompTIA CySA+ (Cybersecurity Analyst) | **AWS** Certified Cloud Practitioner
Google Foundations of Cybersecurity | **Cisco** Networking Basics; Networking: Device and Initial Configuration

Education

Fanshawe College — London, ON
Advanced Diploma in Computer Programming and Analysis | *GPA: 3.96 / 4.0* — *January 2022 – December 2024*