MADAN TIWARI

IT SUPPORT | NETWORKING | SYSTEMS ADMINISTRATION | CYBERSECURITY

Goodwood, 5034, South Australia (willing to relocate) • 0423 517 129
tiwarimadan017@gmail.com • madantiwari.com • linkedin.com/in/madan-tiwari/

PROFESSIONAL PROFILE

Master of Information Technology (Network and Cybersecurity) from Flinders University, with more than two years of customer service experience and practical academic experience in network administration, Windows Server, Active Directory, networking and cybersecurity. Seeking an entry-level IT Support, Network Administrator, Network Engineer or Systems Administrator role. Brings structured troubleshooting, analytical thinking, communication, teamwork and customer service skills.

TECHNICAL SKILLS

Networking: TCP/IP, LAN/WAN fundamentals, routing and switching concepts, VLANs, IPv4 addressing and subnetting, NAT, VPN fundamentals, DNS, DHCP, network connectivity testing and troubleshooting, Cisco IOS fundamentals.

Systems Administration: Windows 10/11, Windows Server, Active Directory users and groups, permissions, Group Policy, DNS/DHCP services, Remote Desktop, basic PowerShell, Ubuntu Linux and familiarity with Kali Linux.

Cloud & Virtualisation: Microsoft Azure fundamentals, Microsoft 365 services and applications, VMware concepts, Hyper-V and virtual networking.

Cybersecurity: Network security principles, firewall fundamentals, access control and least privilege, vulnerability assessment concepts, security controls and security best practices.

Tools & Productivity: Cisco Packet Tracer, Wireshark, PowerShell, Microsoft Word, Excel, PowerPoint and Outlook.

EDUCATION

Master of Information Technology (Network and Cybersecurity) | 2023–2025
Flinders University, Tonsley, South Australia

Bachelor of Information Technology | 2017–2021
Softwarica College of IT & eCommerce, Coventry University, Nepal

Professional Year | 2026–2027
Performance Education, Adelaide City. Key subjects: Australian Business Culture and Environment, Achieving Career Success, Australian Workplace Skills and Professional Business Communication.

ACADEMIC PROJECTS

Enterprise Network Design | Flinders University | 2025

Designed and tested an enterprise network topology in Cisco Packet Tracer to develop practical knowledge of network infrastructure, routing, switching and network services.

- Designed a network topology and configured routers and switches to establish connectivity.
- Configured VLANs to segment network traffic and worked with DHCP and DNS services.
- Tested connectivity and troubleshot issues using systematic network diagnostic methods.

Windows Server Administration | Flinders University | 2024

Developed practical academic experience in Windows Server administration, directory services, user management and network services using Windows Server, Active Directory, Group Policy, DNS and DHCP.

- Installed and configured Windows Server environments.
- Created and managed Active Directory users and groups.
- Configured Group Policy settings, DNS and DHCP services.
- Tested and troubleshot Windows Server and network services.

EMPLOYMENT HISTORY

Console Operator | On the Run (OTR), Adelaide, South Australia | 2024–Present

- Deliver customer service in a fast-paced retail environment and respond to customer enquiries professionally.
- Resolve day-to-day customer issues efficiently and communicate clearly with customers and colleagues.
- Collaborate with team members to meet daily operational and service targets.
- Maintain stock levels, inventory presentation and operational standards.
- Manage competing customer and operational priorities during busy periods while following workplace safety, security and operational procedures.

CORE STRENGTHS

Technical problem-solving through academic networking and systems administration projects; analytical thinking and structured troubleshooting; communication and customer service developed through customer-facing work; teamwork and adaptability in a fast-paced environment; continuous learning across networking, systems administration, cybersecurity and cloud technologies.

CERTIFICATIONS

Cisco CCNA Enterprise Networking, Security, and Automation; Cisco CCNA Switching, Routing, and Wireless Essentials; Cisco CyberOps Associate.

ADDITIONAL INTERESTS

Networking and IT infrastructure, cybersecurity, emerging technologies, IT tools, troubleshooting and continuous professional development.

References available upon request.