

Austin Webber

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WORK EXPERIENCE

BCIT IT Services | June 2023 – Present

IT Systems Analyst | Burnaby, BC

- Install configure, image, and maintain workstations; perform printer checks and provide on-demand classroom support through instructor hotline.
- Transitioned to Service Desk (June 2024); Deliver customer support to faculty, staff, and students through phone and counter; manage IT assets and service requests using Service Now ticketing system.
- Support Microsoft 365 products including Outlook, Teams, and OneDrive, troubleshooting access and authentication issues.
- Assist with device, account, and MFA issues using Microsoft Entra ID and Intune Portal.

Provectus Networks | Jul 2022 – Sept 2022

IT Consultant | Vancouver, BC

- Installed hardware, operating systems, and peripherals.
- Solved technical issues (network setups, client devices, servers, replacing hardware and peripherals).
- Provided on-site IT support at various client locations.

PROJECTS

Snapchat Forensics Project | Group Project

- Worked in a team of two to set up a controlled lab environment with mobile devices and a Linux laptop simulating a live network using mitmproxy.
- Configured the Linux host with a MITM proxy and Frida for runtime instrumentation and SSL pinning bypass to intercept Snapchat traffic between mobile devices.
- Analyzed network traffic in Wireshark to identify communications between devices and Snapchat servers.
- Performed full file system (FFS) extractions on Android devices to analyze Snapchat-related artifacts and recover message content and media.

Enterprise Network Project | BCIT

- Designed a multi-site enterprise WAN with DMVPN tunnels over a simulated ISP network using Cisco switches and routers.
- Deployed a containerized web server in Proxmox with failover; configured Active Directory, DNS, and DHCP across four simulated sites.

Campus Network Project | BCIT

- Designed and implemented a redundant campus network using Cisco switches and routers with VLANs and inter-VLAN routing.
- Deployed Windows Servers with Active Directory Domain Services (ADDS) to manage users, computers, and domains across sites.

EDUCATION

BCIT: Bachelor of Technology (B.Tech) (Sept 2024 – April 2026)

Vancouver, BC

BCIT: Computer Information Systems Administration (CISA) (Sept 2022 – May 2024)

Burnaby, BC

CERTIFICATIONS

AWS Academy Graduate - Cloud Architecting

CCNAv7 – Enterprise Networking, Security, and Automation

CCNAv7 – Networking Essentials

NDG Linux Essentials

TECHNICAL SKILLS

- Cisco Networking, TCP/IP, VLANs, Wireshark · Windows Server, Active Directory, Linux, Proxmox · Cybersecurity & Forensics (Metasploit, FTK, Magnet AXIOM, mitmproxy) · Microsoft 365, Entra ID, Intune, AWS · ServiceNow, Imaging & Deployment, Hardware Repair · Technical Report Writing