

Moosa Alam

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EDUCATION

University of Guelph

Bachelor of Computing in Computer Science (Co-op), Area of Emphasis: Cybersecurity

Guelph, ON

Sep. 2025 – Apr. 2029

TECHNICAL SKILLS

Systems: Windows 10/11, Windows Server, Linux, macOS, Microsoft 365

Administration: Active Directory, Microsoft Entra ID, Group Policy, PowerShell

Networking: TCP/IP, DNS, DHCP, VLANs, Routing, NAT, VPNs, Wi-Fi, SSH

Support & Tools: ServiceNow, Remote Desktop, Wireshark, tcpdump, Git

Cloud: AWS, Microsoft Azure

Certification: AWS Certified Cloud Practitioner (CLF-C02)

EXPERIENCE

AI Systems Engineering Intern

Apr. 2026 – Sep. 2026

Synk

Remote

- Improved platform reliability by 18% by analyzing runtime telemetry and isolating performance bottlenecks across 60+ users
- Reduced frame-time degradation by 14% by profiling GPU utilization, browser workloads, and system resource constraints
- Improved system performance by 12% by reproducing workload failures and delivering 3+ telemetry-backed fixes

Software Engineering Intern

Jan. 2026 – Apr. 2026

Vibez Music

Toronto, ON

- Increased operational throughput by 40%+ by automating 12+ recurring support workflows using Python and Flask
- Reduced production troubleshooting time by 35% by implementing structured logging, validation, and traceable errors
- Automated 80% of test and deployment steps while resolving 25+ integration failures through GitHub Actions CI/CD

PROJECTS

Enterprise IT Support Lab | *Windows Server, Active Directory, PowerShell, Microsoft 365*

- Administered 30+ users across 4 departments by configuring Active Directory, Group Policy, DNS, and DHCP
- Reduced employee onboarding time by 90% by automating account creation, group membership, and permissions with PowerShell
- Resolved 20+ simulated authentication, DNS, VPN, software, and access incidents while documenting 25+ support tickets

Network Troubleshooting Lab | *Linux, TCP/IP, DNS, NAT, VPN, Wireshark*

- Validated 10K+ packets at 20+ Mbps across 2 Linux hosts by configuring IP routing, NAT, UDP tunneling, and firewall rules
- Resolved 6/6 routing, NAT, and firewall failures across 15+ tests by tracing packet flows with Wireshark and tcpdump

LEADERSHIP & ACTIVITIES

Technical Lead

Jun. 2026 – Sep. 2026

The J Healthcare Initiative

Toronto, ON

- Improved volunteer onboarding by identifying and resolving 6+ workflow gaps across website, chapter, and support processes

Events Chair

Dec. 2025 – Present

University of Guelph Cloud Computing Club

Guelph, ON

- Reached 100+ students across 4+ AWS workshops by coordinating speakers, logistics, and hands-on technical programming