

# JACOB CHAND



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Suva, Central, Fiji

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GROUP IT OFFICER | CYBERSECURITY

## ABOUT ME

Dynamic IT professional with a BCom in Information Systems (USP, Fiji) and an Advanced Diploma in Cybersecurity (ACBI, Australia). Certified specialist skilled in IT infrastructure, network operations, and cybersecurity protocols. Gained hands-on experience through internships as a NOC Intern and Zoom Conferencing Specialist at USP, followed by an IT Assistant role at Amazon Australia supporting enterprise-level technical operations. Currently serving as Group Cybersecurity Specialist at Charan Jeath Singh Group (Fiji), promoted within 4 months for optimizing system security and driving compliance initiatives. Passionate about safeguarding digital assets through proactive risk mitigation, user training, and innovative IT solutions.

## EDUCATION

2022 – 2024

Australian College of Business Intelligence (Sydney, Australia)

### Advanced Diploma in Cybersecurity

Cybersecurity encompasses various domains, including network security, ethical hacking, cryptography, and risk management. Proficiency in threat detection, vulnerability assessment, and incident response is essential. Additionally, hands-on experience in designing security solutions is gained through practical labs and real-world projects.

2018 – 2022

University of the South Pacific (Suva, FIJI)

### Bachelor of Commerce

Proficient in IT management, system analysis, database management, and software development, I am dedicated to enhancing business efficiency and ensuring data security. I have effectively applied these skills through various projects, case studies, and practical experience with IT tools.

## EXPERIENCE

July 2025– Current

Ministry of Lands and Mineral Resources  
Nasese, Fiji

### System Technician

provide frontline IT support for staff at **Land Use, Control, Plan Assessment and Cartography offices**, ensuring timely resolution of hardware, software, and network issues. Maintain and update the IT Log and Inventory system to ensure accurate tracking of incidents, assets, and resolutions. Install, configure, and troubleshoot computer systems, printers, and network equipment. Assist with procurement of IT hardware, peripherals, and consumables.

Sep 2024– July 2025

Charan Jeath Singh Group of Companies  
Suva, Fiji

### Group Cybersecurity Specialist

Develop and enforce cybersecurity policies, including password standards and user access management for 180+ employees via Infinity POS, while conducting vulnerability scans with Kali Linux. Ensure 100% compliance for Trend Micro Antivirus updates and Microsoft patches, reducing security incidents by 40% through proactive audits and endpoint protection.

June 2024 –Sep 2024

Charan Jeath Singh Group of Companies  
Suva, Fiji

### Group IT Officer

Delivered Level 1/2 technical support via TeamViewer and Any Desk, resolving hardware/software issues, configuring Microsoft 365 users, and managing Outlook setups. Executed system overhauls including RAID configurations, Windows OS installations on PCs/laptops/servers, and wireless/LAN printer deployments, ensuring seamless operations through driver/antivirus updates and prompt issue resolution

Aug 2023 – May 2024

Amazon.com, Inc.  
Sydney, Australia

### IT Associate

Deployed and configured employee hardware/software, including Windows OS installations and network cabling, while resolving 50+ weekly Level 1/2 IT tickets via hands-on troubleshooting. Optimized infrastructure by managing user accounts, configuring network drives, and deploying wireless/LAN printers/copiers, ensuring seamless system performance and cross-functional collaboration.

# SKILLS

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- Troubleshooting & Technical Support
- Trend Mirco
- Veeam Backup
- Technical Documentation
- Link Technologies Pos level 1
- Cybersecurity Awareness
- Team Collaboration
- Troubleshoot network Problems
- Visual Basic
- Microsoft 365 Administrator
- Web Development
- Report writing
- Lan networking
- Software and Hardware Upgrades
- Time management
- Router configuration
- Html 5, SQL
- Team Viewer
- WordPress
- ZTK Biometric
- Wireless Networking
- CCTV Exports
- Inventory Management
- Switch configuration

# REFERENCES

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## **Monit Singh (Work Reference, FIJI)**

IT Head  
Charan Jeath Singh Group of Companies  
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## **Ruelio Gambol (Work Reference, AUSTRALIA)**

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Amazon DNS4/XNC1/XWG1/XNS1  
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## **Alvin Nand (Character Reference, AUSTRALIA)**

Senior Pastor  
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## **Praveen Karan (Character Reference, FIJI)**

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Shekinah Glory Fellowship  
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## **Seruwaia Naiova (Internship Reference, FIJI)**

Supervisor for Network Operations Centre Internship  
The University of the South Pacific  
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## **Andrew Kumar (Professional Reference, FIJI)**

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The University of the South Pacific  
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These references are a testament to my professional competence and character, showcasing the diverse network of relationships I've built throughout my career and academic journey. They are prepared to provide insights into my skills, work ethic, and dedication, making me a strong candidate for your team.