Shivkumar Vishwakarma

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Career Objective

Detail-driven IT Security and Infrastructure Specialist with strong expertise in vulnerability management, audit compliance (ISO, SOC, PCI), and endpoint hardening. Skilled in using Qualys, SCCM, and WSUS for security enforcement and patch deployment. Proven ability to coordinate with global teams and auditors like Deloitte and SISA to maintain secure, compliant, and efficient IT environments. Demonstrated ability to maintain 100% compliance through vulnerability remediation, Qualys-based risk assessments, and structured patch management practices.

Skills

- **Cloud Platforms:** AWS (EC2, S3, VPC, IAM, ELB, ASG, RDS, Lambda, CloudFormation, CloudWatch, EKS, ECS, SNS, SQS, Route 53)
- **Cyber Security / Information Security / Incident Management / IT Infrastructure**
- Experience with PowerShell or Python scripting for automation.
- **CI/CD Tools:** Jenkins, GitHub Actions CI/CD
- **Automation Infrastructure as Code:** Terraform, CloudFormation, Ansible
- **Containerization & Orchestration:** Docker, Kubernetes.
- **Servers: Active Directory, DNS, SCCM, Forcepoint Websence, ESXi Server,**

cognizant	Tech Mahindra	VDA Infosolutions Pvt. Ltd. Livening up systems
Feb 2016 – till date	Aug 2014 – Feb 2016	Oct 2009 – Dec 2013

Experience

TECHNOLOGY SPECIALIST | COGNIZANT TECHNOLOGY SOLUTION | FEB 2016 – TILL DATE

- Administered Windows Server environments include Active Directory, DNS, SCCM, Websense Server, Linux proxy Server.
- Managed SCCM for software deployment and patch management over 2000 +.
- Implemented and maintained DLP solutions using Forcepoint Websense on Windows Server 2019.
- Installed and configured VMware ESXi 7 Update 3 on Dell x470 and HP rack servers.
- Created and managed virtual machines (VMs), Snapshot,
- Performed firmware updates via iDRAC for servers located in **Manila, Budapest and Poland.**
- Proficiency with identity and access management, Authentication & Authorization, Role-based access control (RBAC).
- Hands-on experience with incident response, log analysis, and endpoint protection platforms.
- Working knowledge of SIEM tools, vulnerability management, EDR.
- Excellent analytical, documentation, and communication skills.

- Authentication & Authorization, Role-based access control (RBAC).
- Working on change requests and Incidents using SNOW Ticketing tool.
- Configured and maintained AD Certificate Services for internal PKI infrastructure.
- Experience on SOC 2 controls implementations, and evidence collection.
- Experience in Penetration testing using Kali Linux.
- Handling multiple projects for their Security concerns and IT operations along with Audits like ISO, SOC 2 and PCI Audit
- Vendor management, Worked with Auditors like **Deloitte** and **SISA**.

SR. ASSOCIATE TECHNICAL SUPPORT L2 | TECH MAHINDRA | AUG 2014 – FEB 2016
- Windows and Linux Server patching.
- Performed domain controller upgrades from Windows Server 2012 R2 to 2019, ensuring zero downtime and seamless replication.
- Endpoints patching using SCCM WSUS Server, Installing customized OS meets project requirements on Endpoints.
- Working on Non-Compliant Endpoints ensuring 100% of Compliance for the projects.
- Monthly connect with different Stakeholders and clients to ensure smooth operation in terms of Network and security policies.
- VM Server Backup, Annual data center Shutdown and maintenance operations
- Delivered VMware ESXi deployments (6.7 & 7.0), VM lifecycle management, snapshots, and multi-location project environments with AD, SCCM, DHCP, and Proxy integration.
- Created and maintained Knowledge Base articles in ServiceNow, improving resolution time and knowledge sharing.
- Provided L2 technical support for Volvo global users (**US, EU, APAC regions**), ensuring SLA compliance and technical issue resolution.

TEAM LEAD (EUCS) | VDA INFO SOLUTIONS PVT LTD | OCT 2009 – DEC 2013
- Tower Lead for Pune location – For all End user and project handling.
- Acted as Tower Lead for Pune location, managing team & client projects (HSBC, NASDAQ, BNYM, etc.).
- Oversaw project implementation of servers, AD, and virtualization environments.
- Conducted client communication, project scheduling, and status reporting.
- Awarded **Best Team Lead** for outstanding leadership and project delivery.

Trainings Completed
- CCNA (Certified)
- Azure 104 (Certified)

Education
- B. Com (2009)

Achievements
- Awarded *Best Team Lead* (EUCS) for managing enterprise IT support projects (2013).
- Appreciation for Handling multiple *SOC* and *PCI Audit*.